

MA

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225337	CAPE HERITAGE REHABILITATION & HEALTH CARE CENTER	37 ROUTE 6A
225568	WOODBRIAR OF WILMINGTON REHABILITATION	90 WEST STREET
225493	ST JOSEPH REHAB & NURSING CARE CENTER	321 CENTRE STREET
225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
SANDWICH	MA	02563	5088888222
WILMINGTON	MA	01887	9786582700
DORCHESTER	MA	02122	6178256320
ANDOVER	MA	01810	9784703434
LOWELL	MA	01854	9784583388

MA

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
02/07/2011	03/08/2011
02/07/2011	03/08/2011
02/07/2011	03/08/2011
08/26/2010	09/02/2010
11/29/2011	11/30/2011
09/28/2010	09/28/2010
03/20/2013	03/20/2013
09/13/2011	08/23/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	4
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	4
Quickly tell the resident's doctor the results of laboratory tests.	Few	4
Ensure services provided by the nursing facility meet professional standards of quality.	Few	4
Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	4
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	4
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	4
Ensure that a nursing home area is free from accident hazards and provide	Few	4

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Based on Nursing Home Compare - Complaint Deficiency

225337	CAPE HERITAGE REHABILITATION & HEALTH CARE CENTER	37 ROUTE 6A
225616	BRIDGEWATER NURSING HOME	16 PLEASANT STREET
225616	BRIDGEWATER NURSING HOME	16 PLEASANT STREET
225516	ELIOT COUNTRY CENTER FOR HEALTH & REHABILITATION	168 WEST CENTRAL STREET
225568	WOODBRIAR OF WILMINGTON REHABILITATION	90 WEST STREET
225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE
225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

SANDWICH	MA	02563	5088888222
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BRIDGEWATER	MA	02324	5086974616
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BRIDGEWATER	MA	02324	5086974616
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NATICK	MA	01760	5086551000
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WILMINGTON	MA	01887	9786582700
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PITTSFIELD	MA	01201	4134992334
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PITTSFIELD	MA	01201	4134992334
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Based on Nursing Home Compare - Complaint Deficiency

08/26/2010

09/02/2010

10/07/2010

10/12/2010

10/07/2010

10/12/2010

06/04/2010

05/31/2010

11/29/2011

11/30/2011

08/17/2010

08/30/2010

08/17/2010

09/10/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Nutrition and Dietary Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent avoidable accidents.		
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	4
Provide care by qualified persons according to each resident's written plan of care.	Few	4
Make sure that special or therapeutic diets are ordered by the attending doctor.	Few	4
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	4
Ensure services provided by the nursing facility meet professional standards of quality.	Few	4
Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	4
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	4

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225568	WOODBRIAR OF WILMINGTON REHABILITATION	90 WEST STREET
225461	KINDRED TRANSITIONAL CARE & REHAB-FRANKLIN	130 CHESTNUT STREET
225591	WAYLAND NURSING & REHAB CENTER	188 COMMONWEALTH ROAD
225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE
225463	COUNTRYSIDE HEALTH CARE OF MILFORD	COUNTRYSIDE DRIVE
225465	KINDRED NURSING & REHABILITATION-HALLMARK	1123 ROCKDALE AVENUE
225465	KINDRED NURSING & REHABILITATION-HALLMARK	1123 ROCKDALE AVENUE
225465	KINDRED NURSING & REHABILITATION-HALLMARK	1123 ROCKDALE AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

WILMINGTON	MA	01887	9786582700
FRANKLIN	MA	02038	5085284600
WAYLAND	MA	01778	5086538500
PITTSFIELD	MA	01201	4134992334
MILFORD	MA	01757	5084730435
NEW BEDFORD	MA	02740	5089977448
NEW BEDFORD	MA	02740	5089977448
NEW BEDFORD	MA	02740	5089977448

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Based on Nursing Home Compare - Complaint Deficiency

11/29/2011

11/30/2011

03/27/2012

04/10/2012

10/12/2012

11/26/2012

08/05/2010

08/31/2010

10/06/2011

11/07/2011

01/13/2011

03/07/2011

01/13/2011

03/07/2011

02/07/2011

03/15/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Mistreatment Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Ensure that residents are safe from serious medication errors.	Few	4
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that residents are safe from serious medication errors.	Few	3
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	3
Develop and implement policies for 1) screening and training employees; and	Few	3

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225608	VICTORIA HAVEN NURSING FACILITY	137 NICHOLS STREET
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225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE
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225333	METHUEN HEALTH & REHABILITATION CENTER	480 JACKSON STREET
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225619	MARIE ESTHER HEALTH CENTER INC	720 BOSTON POST ROAD
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225626	TAUNTON NURSING HOME	350 NORTON AVENUE
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225626	TAUNTON NURSING HOME	350 NORTON AVENUE
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Based on Nursing Home Compare - Complaint Deficiency

NORWOOD	MA	02062	7817620858
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PITTSFIELD	MA	01201	4134992334
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METHUEN	MA	01844	9786863906
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MARLBOROUGH	MA	01752	5084853791
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TAUNTON	MA	02780	5088221132
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TAUNTON	MA	02780	5088221132
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Based on Nursing Home Compare - Complaint Deficiency

10/31/2012

12/31/2012

08/05/2010

09/10/2010

11/30/2010

02/19/2011

11/02/2010

12/27/2010

06/02/2011

05/04/2011

09/13/2011

10/07/2011

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

screening and training employees; and
the 2) prevention, identification,
investigation, and reporting of any
abuse, neglect, mistreatment and
misappropriation of property.

Ensure that a nursing home area is free Few 3
from accident hazards and provide
adequate supervision to prevent
avoidable accidents.

Ensure that a nursing home area is free Few 3
from accident hazards and provide
adequate supervision to prevent
avoidable accidents.

Ensure services provided by the nursing Few 3
facility meet professional standards of
quality.

Ensure that a nursing home area is free Few 3
from accident hazards and provide
adequate supervision to prevent
avoidable accidents.

Ensure that a nursing home area is free Few 3
from accident hazards and provide
adequate supervision to prevent
avoidable accidents.

Ensure that a nursing home area is free Few 3
from accident hazards and provide
adequate supervision to prevent

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225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE
225470	JEANNE JUGAN RESIDENCE	186 HIGHLAND AVENUE
225634	WEYMOUTH HEALTH CARE CENTER	64 PERFORMANCE DRIVE
225470	JEANNE JUGAN RESIDENCE	186 HIGHLAND AVENUE
225470	JEANNE JUGAN RESIDENCE	186 HIGHLAND AVENUE
225471	JESMOND NURSING HOME	271 NAHANT ROAD
225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

PITTSFIELD	MA	01201	4134992334
SOMERVILLE	MA	02143	6177764420
WEYMOUTH	MA	02189	7813409800
SOMERVILLE	MA	02143	6177764420
SOMERVILLE	MA	02143	6177764420
NAHANT	MA	01908	7815810420
PITTSFIELD	MA	01201	4134992334

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Based on Nursing Home Compare - Complaint Deficiency

08/17/2010

09/10/2010

02/13/2012

03/30/2012

04/16/2010

04/05/2010

06/11/2012

07/27/2012

06/11/2012

07/27/2012

03/16/2012

05/11/2012

09/03/2010

09/10/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH

Administration Deficiencies

HEALTH	Environmental Deficiencies
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HEALTH

Environmental Deficiencies

HEALTH	Mistreatment Deficiencies
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HEALTH

Environmental Deficiencies

HEALTH	Environmental Deficiencies
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HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent
avoidable accidents.

Make sure that the facility is administered in an acceptable way that maintains the well-being of each resident.	Many	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Keep each resident free from physical restraints, unless needed for medical treatment.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

CENTER

225474	LONGMEADOW OF TAUNTON	68 DEAN STREET - REAR
225474	LONGMEADOW OF TAUNTON	68 DEAN STREET - REAR
225476	MAPLES REHABILITATION & NURSING CENTER	90 TAUNTON STREET
225333	METHUEN HEALTH & REHABILITATION CENTER	480 JACKSON STREET
225233	BRANDON WOODS OF DARTMOUTH	567 DARTMOUTH STREET
225477	MARIAN MANOR OF TAUNTON	33 SUMMER STREET
225643	OVERLOOK MASONIC HEALTH CENTER	88 MASONIC HOME ROAD PO BOX 1000

MA

Based on Nursing Home Compare - Complaint Deficiency

TAUNTON	MA	02780	5088241467
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TAUNTON	MA	02780	5088241467
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WRENTHAM	MA	02093	5083847977
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METHUEN	MA	01844	9786863906
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SOUTH DARTMOUTH	MA	02748	5089977787
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TAUNTON	MA	02780	5088224885
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CHARLTON	MA	01507	5082487344
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/20/2011

12/15/2011

10/27/2011

12/13/2011

10/23/2012

10/24/2012

11/30/2010

02/19/2011

03/03/2011

04/14/2011

09/12/2011

10/31/2011

05/07/2010

07/03/2010

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

Ensure that residents are safe from serious medication errors.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225643	OVERLOOK MASONIC HEALTH CENTER	88 MASONIC HOME ROAD PO BOX 1000
225389	SACRED HEART NURSING HOME	359 SUMMER STREET
225643	OVERLOOK MASONIC HEALTH CENTER	88 MASONIC HOME ROAD PO BOX 1000
225644	GROSVENOR PARK	7 LORING HILLS AVENUE
225478	MEADOW VIEW CENTER	134 NORTH STREET
225478	MEADOW VIEW CENTER	134 NORTH STREET
225337	CAPE HERITAGE REHABILITATION & HEALTH CARE CENTER	37 ROUTE 6A

MA

Based on Nursing Home Compare - Complaint Deficiency

CHARLTON	MA	01507	5082487344
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NEW BEDFORD	MA	02740	5089966751
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CHARLTON	MA	01507	5082487344
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SALEM	MA	01970	9787415700
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NORTH READING	MA	01864	9782762000
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NORTH READING	MA	01864	9782762000
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SANDWICH	MA	02563	5088888222
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MA

Based on Nursing Home Compare - Complaint Deficiency

05/07/2010

07/03/2010

03/27/2013

04/29/2013

01/16/2013

03/02/2013

03/09/2012

02/14/2012

06/26/2012

07/27/2012

06/26/2012

07/27/2012

03/29/2012

05/07/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent
avoidable accidents.

Keep all essential equipment working safely.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Some	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Some	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225338	CAPE REGENCY REHABILITATION & HEALTH CARE CENTER	120 S MAIN STREET
225480	MOUNT SAINT VINCENT CARE CENTER	35 HOLY FAMILY ROAD
225480	MOUNT SAINT VINCENT CARE CENTER	35 HOLY FAMILY ROAD
225154	M I NURSING & RESTORATIVE CENTER	172 LAWRENCE STREET
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225262	WINGATE AT WEST SPRINGFIELD REHAB & SKILL NUR RES	42 PROSPECT AVENUE
225262	WINGATE AT WEST SPRINGFIELD REHAB & SKILL NUR RES	42 PROSPECT AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

CENTERVILLE	MA	02632	5087781835
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HOLYOKE	MA	01040	4135323246
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HOLYOKE	MA	01040	4135323246
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LAWRENCE	MA	01841	9786856321
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WILLIAMSTOWN	MA	01267	4134588127
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WEST SPRINGFIELD	MA	01089	4137333151
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WEST SPRINGFIELD	MA	01089	4137333151
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/19/2012

08/08/2012

09/15/2011

11/05/2011

09/15/2011

11/05/2011

01/06/2011

03/11/2011

07/16/2012

09/26/2012

03/28/2011

05/12/2011

03/28/2011

05/12/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Based on Nursing Home Compare - Complaint Deficiency

225201	SHERILL HOUSE, INC	135 SOUTH HUNTINGTON AVENUE
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225491	SHREWSBURY NURSING & REHABILITATION CENTER	40 JULIO DRIVE
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225650	NEW BEDFORD HEALTH CARE CENTER	221 FITZGERALD DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

BOSTON	MA	02130	6177312400
WAKEFIELD	MA	01880	7812457600
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
SHREWSBURY	MA	01545	5088456786
WAKEFIELD	MA	01880	7812457600
BOSTON	MA	02134	6177872300
NEW BEDFORD	MA	02745	5089964600

MA

Based on Nursing Home Compare - Complaint Deficiency

09/01/2011	10/19/2011
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09/23/2010	11/10/2010
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01/13/2011	03/08/2011
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01/13/2011	03/08/2011
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09/16/2010	09/17/2010
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09/23/2010	11/10/2010
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11/13/2012	12/31/2012
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06/09/2010	07/23/2010
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MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies

MA

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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Provide care by qualified persons according to each resident's written plan of care.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225650	NEW BEDFORD HEALTH CARE CENTER	221 FITZGERALD DRIVE
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225236	HOLYOKE REHABILITATION CENTER	260 EASTHAMPTON ROAD
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225650	NEW BEDFORD HEALTH CARE CENTER	221 FITZGERALD DRIVE
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225201	SHERRILL HOUSE, INC	135 SOUTH HUNTINGTON AVENUE
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225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
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225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
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225653	COPLEY AT STOUGHTON NURSING CARE CENTER	380 SUMNER STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

NEW BEDFORD	MA	02745	5089964600
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HOLYOKE	MA	01040	4135389733
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NEW BEDFORD	MA	02745	5089964600
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BOSTON	MA	02130	6177312400
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CHELMSFORD	MA	01824	9782560231
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CHELMSFORD	MA	01824	9782560231
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STOUGHTON	MA	02072	7813412300
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/20/2011

11/25/2011

06/20/2012

08/08/2012

11/19/2012

01/11/2013

09/01/2011

10/19/2011

07/13/2010

08/20/2010

07/13/2010

08/20/2010

11/22/2010

01/04/2011

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent
avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	3
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Provide written records when a resident is transferred or discharged.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
225265	WINGATE AT HAMPDEN REHABILITATIVE & SKLD NURS RESI	34 MAIN STREET
225654	BENJAMIN HEALTHCARE CENTER	120 FISHER AVENUE
225265	WINGATE AT HAMPDEN REHABILITATIVE & SKLD NURS RESI	34 MAIN STREET
225655	LIFE CARE CENTER OF RAYNHAM	546 SOUTH STREET EAST
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225299	REDSTONE REHAB & NURSING CENTER	135 BENTON DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

CHELMSFORD	MA	01824	9782560231
CHELMSFORD	MA	01824	9782560231
HAMPDEN	MA	01036	4135665511
BOSTON	MA	02120	6177381500
HAMPDEN	MA	01036	4135665511
RAYNHAM	MA	02767	5088215700
WILLIAMSTOWN	MA	01267	4134588127
EAST LONGMEADOW	MA	01028	4135253336

MA

Based on Nursing Home Compare - Complaint Deficiency

07/13/2010

08/20/2010

10/16/2012

11/30/2012

01/31/2012

03/22/2012

06/28/2012

09/01/2012

02/01/2013

04/05/2013

10/03/2012

11/16/2012

07/16/2012

09/26/2012

09/21/2010

11/12/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Quality Care Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

Provide timely notification to the resident before transfer or discharge.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure services provided by the nursing facility meet professional standards of quality.	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225659	GOLDEN LIVING CENTER-THE ELMHURST	743 MAIN STREET
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225403	COLEMAN HOUSE	112 WEST MAIN STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225403	COLEMAN HOUSE	112 WEST MAIN STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

MELROSE	MA	02176	7816627500
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NORTHBOROUGH	MA	01532	5083519355
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WORCESTER	MA	01610	5087997991
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NORTHBOROUGH	MA	01532	5083519355
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WORCESTER	MA	01610	5087997991
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WORCESTER	MA	01610	5087997991
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/04/2011

12/04/2011

05/04/2010

05/22/2010

09/15/2010

10/26/2010

05/04/2010

05/22/2010

05/09/2011

06/17/2011

06/08/2011

06/29/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

quality.

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	3
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Give the right treatment and services to residents who display physical or psychosocial problems adapting to changes in circumstances.	Few	3
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225660	HAMMOND CENTER	18 HAMMOND STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225504	WILMINGTON HEALTH CARE CENTER	750 WOBURN STREET
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225403	COLEMAN HOUSE	112 WEST MAIN STREET
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225661	LIFE CARE CENTER OF AUBURN	14 MASONIC CIRCLE
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225342	NORTH ADAMS COMMONS NURSING & REHABILITATION CENTE	175 FRANKLIN STREET
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225404	WINGATE AT HAVERHILL REHAB & SKILLED NURSING RESID	190 NORTH AVENUE
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MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01610	5087997991
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WORCESTER	MA	01610	5087997991
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WORCESTER	MA	01610	5087997991
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WILMINGTON	MA	01887	9789880888
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NORTHBOROUGH	MA	01532	5083519355
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AUBURN	MA	01501	5088324800
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NORTH ADAMS	MA	01247	4136644041
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HAVERHILL	MA	01830	9783727700
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/08/2011

06/29/2011

06/08/2011

06/29/2011

12/16/2011

01/30/2012

08/30/2012

11/02/2012

02/15/2012

04/18/2012

03/25/2010

04/20/2010

03/01/2010

04/26/2010

01/20/2012

03/06/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Ensure that a nursing home area is free from accident hazards and provide	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

RESID

225342	NORTH ADAMS COMMONS NURSING & REHABILITATION CENTE	175 FRANKLIN STREET
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225342	NORTH ADAMS COMMONS NURSING & REHABILITATION CENTE	175 FRANKLIN STREET
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225342	NORTH ADAMS COMMONS NURSING & REHABILITATION CENTE	175 FRANKLIN STREET
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225299	REDSTONE REHAB & NURSING CENTER	135 BENTON DRIVE
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225268	NEWTON HEALTH CARE CENTER	2101 WASHINGTON STREET
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225509	BROOKLINE HEALTH CARE CENTER	99 PARK STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

NORTH ADAMS	MA	01247	4136644041
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NORTH ADAMS	MA	01247	4136644041
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NORTH ADAMS	MA	01247	4136644041
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EAST LONGMEADOW	MA	01028	4135253336
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NEWTON	MA	02462	6179694660
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BROOKLINE	MA	02146	6177311050
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/07/2010

06/02/2010

06/30/2011

08/09/2011

06/30/2011

08/09/2011

09/21/2010

11/12/2010

04/20/2010

06/07/2010

02/11/2010

04/02/2010

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225412	MEDWAY COUNTRY MANOR SKILLED NURSING & REHAB	115 HOLLISTON STREET
225412	MEDWAY COUNTRY MANOR SKILLED NURSING & REHAB	115 HOLLISTON STREET
225239	GOLDEN LIVING CENTER-ATTLEBORO	27 GEORGE STREET
225414	ST JOSEPH MANOR HEALTH CARE INC	215 THATCHER STREET
225414	ST JOSEPH MANOR HEALTH CARE INC	215 THATCHER STREET
225512	KINDRED TRANSITIONAL CARE & REHABILITA-FORESTVIEW	50 INDIAN NECK ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

MEDWAY	MA	02053	5085336634
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MEDWAY	MA	02053	5085336634
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ATTLEBORO	MA	02703	5082261650
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BROCKTON	MA	02302	5085835834
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BROCKTON	MA	02302	5085835834
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WAREHAM	MA	02571	5082956264
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/08/2010

08/27/2010

12/03/2010

01/28/2011

01/10/2011

03/08/2011

11/23/2010

01/03/2011

02/08/2011

04/05/2011

10/19/2011

11/21/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225414	ST JOSEPH MANOR HEALTH CARE INC	215 THATCHER STREET
225515	D'YOUVILLE SENIOR CARE	981 VARNUM AVENUE
225515	D'YOUVILLE SENIOR CARE	981 VARNUM AVENUE
225415	MARIAN MANOR	130 DORCHESTER AVENUE
225516	ELIOT COUNTRY CENTER FOR HEALTH & REHABILITATION	168 WEST CENTRAL STREET
225516	ELIOT COUNTRY CENTER FOR HEALTH & REHABILITATION	168 WEST CENTRAL STREET
225682	OAK KNOLL HEALTHCARE CENTER	9 ARBETTER DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

BROCKTON	MA	02302	5085835834
LOWELL	MA	01854	9784545681
LOWELL	MA	01854	9784545681
BOSTON	MA	02127	6172683333
NATICK	MA	01760	5086551000
NATICK	MA	01760	5086551000
FRAMINGHAM	MA	01701	5088773300

MA

Based on Nursing Home Compare - Complaint Deficiency

11/08/2012

12/04/2012

05/28/2010

06/30/2010

09/07/2012

10/30/2012

02/02/2010

03/19/2010

01/14/2013

02/15/2013

01/14/2013

02/15/2013

09/07/2010

10/08/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	3
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225348	BOURNE MANOR EXTENDED CARE FACILITY	146 MAC ARTHUR BOULEVARD
225170	KINDRED NURSING AND REHABILITATION-WALDEN	785 MAIN STREET
225268	NEWTON HEALTH CARE CENTER	2101 WASHINGTON STREET
225269	LOOMIS HOUSE NURSING CENTER	298 JARVIS AVENUE
225420	CENTER FOR EXTENDED CARE AT AMHERST	150 UNIVERSITY DRIVE
225349	WINDSOR NURSING & RETIREMENT HOME	265 N MAIN ST
225207	PLYMOUTH REHABILITATION & HEALTH CARE CENTER	123 SOUTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BOURNE	MA	02532	5087598880
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WEST CONCORD	MA	01742	9783696889
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NEWTON	MA	02462	6179694660
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HOLYOKE	MA	01040	4135387551
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AMHERST	MA	01002	4132568185
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SOUTH YARMOUTH	MA	02664	5083943514
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PLYMOUTH	MA	02360	5087464343
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/19/2010

05/06/2010

08/26/2011

10/05/2011

02/15/2012

03/27/2012

04/16/2010

05/17/2010

05/24/2010

06/30/2010

07/20/2010

08/09/2010

05/16/2011

07/29/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225161	PARKWELL	745 TRUMAN HIGHWAY
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225525	EPOCH SENIOR HEALTHCARE OF HARWICH	111 HEADWATERS DRIVE
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225525	EPOCH SENIOR HEALTHCARE OF HARWICH	111 HEADWATERS DRIVE
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225688	SEA VIEW CONVALESCENT AND NURSING HOME	50 MANSION DRIVE
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225423	SAVOY NURSING & REHAB CTR	670 COUNTY STREET
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225059	COLONIAL NURSING & REHABILITATION CENTER	125 BROAD STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

HYDE PARK	MA	02136	6173618300
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HARWICH	MA	02645	5084301717
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HARWICH	MA	02645	5084301717
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ROWLEY	MA	01969	9789482552
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NEW BEDFORD	MA	02740	5089942400
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WEYMOUTH	MA	02188	7813373121
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/01/2010

07/19/2010

01/03/2012

02/15/2012

12/13/2012

02/13/2013

10/08/2010

11/22/2010

02/11/2013

03/22/2013

08/23/2010

09/27/2010

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide
adequate supervision to prevent
avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225430	ST PATRICK'S MANOR	863 CENTRAL STREET
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225306	MT GREYLOCK EXTENDED CARE FACILITY	1000 NORTH STREET
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225352	RENAISSANCE MANOR ON CABOT	279 CABOT STREET
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225306	MT GREYLOCK EXTENDED CARE FACILITY	1000 NORTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

FRAMINGHAM	MA	01701	5088798000
WESTBOROUGH	MA	01581	5083669131
PITTSFIELD	MA	01201	4134997186
MASHPEE	MA	02649	5084772490
HOLYOKE	MA	01040	4135363435
MASHPEE	MA	02649	5084772490
PITTSFIELD	MA	01201	4134997186

MA

Based on Nursing Home Compare - Complaint Deficiency

09/06/2011

11/11/2011

03/30/2011

05/11/2011

04/22/2011

07/06/2011

02/23/2011

04/05/2011

12/09/2011

01/24/2012

11/06/2012

12/20/2012

04/22/2011

07/06/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure services provided by the nursing facility meet professional standards of quality.	Few	3
Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225306	MT GREYLOCK EXTENDED CARE FACILITY	1000 NORTH STREET
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225432	ANNEMARK NURSING HOME	133 SALEM STREET
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225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
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225435	KINDRED NURSING AND REHABILITATION-COLONY HOUSE	277 WASHINGTON STREET
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225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
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225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
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225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

PITTSFIELD	MA	01201	4134997186
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REVERE	MA	02151	7813224861
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BEVERLY	MA	01915	9789273260
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ABINGTON	MA	02351	7818710200
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SPRINGFIELD	MA	01109	4137821800
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SPRINGFIELD	MA	01109	4137821800
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SPRINGFIELD	MA	01109	4137821800
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/22/2011

07/06/2011

08/15/2011

10/03/2011

08/26/2010

08/24/2010

10/17/2012

11/30/2012

09/29/2010

10/29/2010

05/25/2011

07/22/2011

05/25/2011

07/22/2011

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Protect each resident from mistreatment, neglect and misappropriation of personal property.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
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Ensure that residents are safe from serious medication errors.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225531	SUDBURY PINES EXTENDED CARE	642 BOSTON POST ROAD
225531	SUDBURY PINES EXTENDED CARE	642 BOSTON POST ROAD
225436	BOSTONIAN NURSING CARE & REHABILITATION CTR, THE	337 NEPONSET AVENUE
225357	WINCHESTER NURSING CENTER, INC	223 SWANTON STREET
225437	BRIARWOOD REHABILITATION & HEALTHCARE CENTER	150 LINCOLN STREET
225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
225701	KINDRED NURSING AND REHABILITATION-GODDARD	909 SUMNER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

SUDBURY	MA	01776	9784439000
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SUDBURY	MA	01776	9784439000
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DORCHESTER	MA	02122	6172652350
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WINCHESTER	MA	01890	7817299595
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NEEDHAM	MA	02492	7814494040
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BEVERLY	MA	01915	9789273260
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STOUGHTON	MA	02072	7812978200
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/22/2011

03/25/2011

03/22/2011

03/25/2011

09/13/2012

10/18/2012

07/17/2012

08/31/2012

05/09/2011

06/24/2011

05/21/2012

06/07/2012

05/29/2012

07/12/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

serious medication errors.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that residents are safe from	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225536	KINDRED TRANSITIONAL CARE & REHAB- HARRINGTON	160 MAIN STREET
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

WESTBOROUGH	MA	01581	5083669131
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LEEDS	MA	01053	4135867700
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LEEDS	MA	01053	4135867700
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WORCESTER	MA	01604	5087558605
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WALPOLE	MA	02081	5086603080
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WESTBOROUGH	MA	01581	5083669131
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/30/2011

05/11/2011

11/24/2010

01/27/2011

11/24/2010

01/26/2011

04/19/2011

06/06/2011

12/17/2012

02/21/2013

10/20/2011

12/26/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Pharmacy Service Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

serious medication errors.

Ensure that residents are safe from serious medication errors.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2) ensure nurse aides receive the required retraining after 24 months if nursing related services were not provided for monetary compensation	Few	3
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Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225009	GOLDEN LIVING CENTER-THE HERMITAGE	383 MILL STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225439	ODD FELLOWS HOME OF MASSACHUSETTS	104 RANDOLPH ROAD
225542	WACHUSETT EXTENDED CARE FACILITY	56 BOYDEN ROAD
225176	HERITAGE HALL SOUTH	65 COOPER STREET
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01602	5087918131
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WORCESTER	MA	01604	5087558605
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WORCESTER	MA	01606	5088536687
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HOLDEN	MA	01520	5088297383
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AGAWAM	MA	01001	4137868000
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LEEDS	MA	01053	4135867700
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MA

Based on Nursing Home Compare - Complaint Deficiency

11/03/2011

12/22/2011

12/01/2011

01/18/2012

02/24/2011

04/07/2011

08/15/2012

08/06/2012

06/15/2010

07/28/2010

02/28/2013

04/19/2013

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

any acts or reports of abuse, neglect or mistreatment of residents.		
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225223	RADIUS HEALTHCARE-DANVERS	56 LIBERTY STREET
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225315	HIGHLANDS, THE	335 NICHOLS ROAD
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE
225727	BEAUMONT REHAB & SKILLED NURSING CTR - NATICK	3 VISION DRIVE
225546	LIFE CARE CENTER OF MERRIMACK VALLEY	80 BOSTON ROAD
225546	LIFE CARE CENTER OF MERRIMACK VALLEY	80 BOSTON ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

DANVERS	MA	01923	9787772700
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LAWRENCE	MA	01843	9786825281
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LAWRENCE	MA	01843	9786825281
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FITCHBURG	MA	01420	9783434411
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MEDFORD	MA	02155	7813915400
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NATICK	MA	01760	5086519200
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BILLERICA	MA	01862	9786672166
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BILLERICA	MA	01862	9786672166
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/09/2010 11/08/2010

09/10/2010 11/08/2010

09/10/2010 11/08/2010

01/17/2013 03/11/2013

08/15/2011 10/21/2011

05/17/2011 05/13/2011

04/01/2010 04/27/2010

04/01/2010 04/27/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide care by qualified persons according to each resident's written plan of care.	Few	3
Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	3
Provide written records when a resident is transferred or discharged.	Few	3
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Give each resident enough fluids to keep them healthy and prevent	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225223	RADIUS HEALTHCARE-DANVERS	56 LIBERTY STREET
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225548	BLAIRE HOUSE OF TEWKSBURY	10 ERLIN TERRACE
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225249	WILLIMANSETT CENTER EAST	11 ST ANTHONY STREET
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225224	LOWELL HEALTH CARE CENTER	19 VARNUM STREET
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225548	BLAIRE HOUSE OF TEWKSBURY	10 ERLIN TERRACE
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MA

Based on Nursing Home Compare - Complaint Deficiency

DANVERS	MA	01923	9787772700
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TEWKSBURY	MA	01876	9788513121
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DANVERS	MA	01923	9787773740
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DANVERS	MA	01923	9787773740
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CHICOPEE	MA	01013	4135362540
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LOWELL	MA	01850	9784545644
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TEWKSBURY	MA	01876	9788513121
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/09/2010

11/08/2010

09/17/2010

11/01/2010

02/02/2010

03/22/2010

02/02/2010

03/22/2010

06/13/2012

08/09/2012

01/06/2012

12/23/2011

07/24/2012

09/21/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

keep them healthy and prevent dehydration.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
--	-----	---

Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	3
--	-----	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225176	HERITAGE HALL SOUTH	65 COOPER STREET
225210	KINDRED NURSING & REHABILITATION-RIVER TERRACE	1675 NORTH MAIN STREET
225747	SOMERSET RIDGE CENTER	455 BRAYTON AVENUE
225321	GOLDEN LIVING CENTER-DEDHAM	1007 EAST STREET
225372	FALMOUTH CENTER	359 JONES ROAD
225372	FALMOUTH CENTER	359 JONES ROAD
225747	SOMERSET RIDGE CENTER	455 BRAYTON AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

AGAWAM	MA	01001	4137868000
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LANCASTER	MA	01523	9783654537
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SOMERSET	MA	02726	5086792240
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DEDHAM	MA	02026	7813291520
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FALMOUTH	MA	02540	5084579000
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FALMOUTH	MA	02540	5084579000
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SOMERSET	MA	02726	5086792240
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MA

Based on Nursing Home Compare - Complaint Deficiency

05/23/2011

08/05/2011

10/03/2012

11/16/2012

07/21/2011

08/26/2011

09/13/2012

11/07/2012

07/02/2012

08/12/2012

07/02/2012

08/12/2012

03/14/2013

04/22/2013

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent
avoidable accidents.

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
---	-----	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
--	-----	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225176	HERITAGE HALL SOUTH	65 COOPER STREET
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225749	KINDRED NURSING & REHABILITATION-LAUREL LAKE	620 LAUREL STREET
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225749	KINDRED NURSING & REHABILITATION-LAUREL LAKE	620 LAUREL STREET
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225750	MASCONOMET HEALTHCARE CENTER	123 HIGH STREET
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225750	MASCONOMET HEALTHCARE CENTER	123 HIGH STREET
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225750	MASCONOMET HEALTHCARE CENTER	123 HIGH STREET
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225322	KINDRED TRANSITIONAL CARE & REHABILITATION-SACHEM	66 CENTRAL STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

AGAWAM	MA	01001	4137868000
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LEE	MA	01238	4132432010
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LEE	MA	01238	4132432010
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TOPSFIELD	MA	01983	9788877002
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TOPSFIELD	MA	01983	9788877002
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TOPSFIELD	MA	01983	9788877002
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EAST BRIDGEWATER	MA	02333	5083787227
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MA

Based on Nursing Home Compare - Complaint Deficiency

02/10/2012

03/30/2012

01/13/2011

01/13/2011

01/13/2011

01/13/2011

03/25/2011

04/18/2011

03/25/2011

04/18/2011

03/25/2011

04/18/2011

09/28/2010

11/12/2010

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent
avoidable accidents.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
--	-----	---

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
---	-----	---

Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Some	3
--	------	---

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	3
---	------	---

Provide care for each resident in a way that maintains or improves their quality of life.	Some	3
---	------	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225176	HERITAGE HALL SOUTH	65 COOPER STREET
225376	PENACOOK PLACE, INC	150 WATER STREET
225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
225378	NEVILLE CENTER AT FRESH POND FOR NURSING & REHAB	640 CONCORD AVENUE
225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225757	WINGATE AT SOUTH HADLEY REHAB & SKILLED NURSING	573 GRANBY ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

AGAWAM	MA	01001	4137868000
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HAVERHILL	MA	01830	9783740707
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BRAINTREE	MA	02184	7818483100
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PEABODY	MA	01960	9785310772
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CAMBRIDGE	MA	02138	6174970600
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BRAINTREE	MA	02184	7818483100
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GREAT BARRINGTON	MA	01230	4135284560
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SOUTH HADLEY	MA	01075	4135322200
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MA

Based on Nursing Home Compare - Complaint Deficiency

02/10/2012

03/30/2012

03/16/2010

05/21/2010

09/03/2010

10/18/2010

05/26/2011

06/24/2011

09/21/2010

11/24/2010

04/09/2012

06/08/2012

09/30/2011

11/24/2011

04/20/2011

06/30/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
--	-----	---

Ensure residents maintain acceptable nutritional status.	Few	3
--	-----	---

Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	3
--	-----	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
--	-----	---

Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	3
--	-----	---

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Ensure services provided by the nursing facility meet professional standards of	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225757	WINGATE AT SOUTH HADLEY REHAB & SKILLED NURSING	573 GRANBY ROAD
225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
225759	RECUPERATIVE SERVICES UNIT-HEBREW REHAB CENTER	1200 CENTRE STREET
225760	LYDIA TAFT HOUSE	60 QUAKER HIGHWAY
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225380	WESTFIELD CENTER	60 EAST SILVER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

SOUTH HADLEY	MA	01075	4135322200
PEABODY	MA	01960	9785310772
BOSTON	MA	02131	6173258000
UXBRIDGE	MA	01569	5082789500
GREAT BARRINGTON	MA	01230	4135284560
WILLIAMSTOWN	MA	01267	4134588127
WESTFIELD	MA	01085	4135625121

MA

Based on Nursing Home Compare - Complaint Deficiency

04/20/2011

06/30/2011

10/06/2011

09/14/2011

06/11/2012

06/10/2012

01/22/2013

03/14/2013

09/30/2011

11/24/2011

01/06/2011

03/10/2011

03/11/2011

04/27/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Resident Assessment Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

quality.		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Make sure that nurse aides show they have the skills and techniques to be able to care for residents' needs.	Few	3
Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET
225765	GLENWOOD CENTER	557 VARNUM AVENUE
225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

PALMER	MA	01069	4132838361
PALMER	MA	01069	4132838361
WILLIAMSTOWN	MA	01267	4134588127
HOLYOKE	MA	01040	4135387470
LOWELL	MA	01854	9784545444
ANDOVER	MA	01810	9784703434
ANDOVER	MA	01810	9784703434

MA

Based on Nursing Home Compare - Complaint Deficiency

12/10/2010

02/24/2011

12/10/2010

02/24/2011

01/06/2011

03/10/2011

05/12/2010

06/20/2010

07/29/2010

09/03/2010

01/24/2013

03/14/2013

01/24/2013

03/14/2013

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	3
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	3
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Some	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225382	GUARDIAN CENTER (THE)	888 NORTH MAIN STREET
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET
225286	HERITAGE HALL EAST	464 MAIN STREET P O BOX 348
225564	LIFE CARE CENTER OF ATTLEBORO	969 PARK STREET
22A091	SEVEN HILLS PEDIATRIC CENTER	22 HILLSIDE AVENUE
22A345	NEW ENGLAND PEDIATRIC CARE	78 BOSTON ROAD
22A345	NEW ENGLAND PEDIATRIC CARE	78 BOSTON ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

BROCKTON	MA	02301	5085876556
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HOLYOKE	MA	01040	4135387470
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AGAWAM	MA	01001	4137868000
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ATTLEBORO	MA	02703	5082224182
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GROTON	MA	01450	9784483388
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NORTH BILLERICA	MA	01862	9786675123
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NORTH BILLERICA	MA	01862	9786675123
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/04/2013

04/12/2013

05/12/2010

06/20/2010

10/26/2011

12/07/2011

02/04/2010

03/01/2010

01/14/2013

02/20/2013

03/09/2010

04/29/2010

03/09/2010

04/29/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Environmental Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent avoidable accidents.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Provide care by qualified persons according to each resident's written plan of care.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225040	JEWISH NURSING HOME OF WESTERN MASS	770 CONVERSE STREET
225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET
225009	GOLDEN LIVING CENTER-THE HERMITAGE	383 MILL STREET
225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET
225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET
225456	KINDRED NURSING AND REHABILITATION-DEN-MAR	44 SOUTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

LONGMEADOW	MA	01106	4135676211
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GLOUCESTER	MA	01930	9782830300
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WORCESTER	MA	01602	5087918131
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GLOUCESTER	MA	01930	9782830300
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GLOUCESTER	MA	01930	9782830300
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ROCKPORT	MA	01966	9785466311
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/21/2011

12/01/2011

04/25/2012

06/15/2012

11/03/2011

12/22/2011

04/25/2012

06/15/2012

04/25/2012

06/15/2012

03/10/2011

05/13/2011

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

being of each resident.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Some	3
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	3
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	3
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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MA

Based on Nursing Home Compare - Complaint Deficiency

225571	CHELSEA SKILLED NURSING AND REHABILITATION	932 BROADWAY
225456	KINDRED NURSING AND REHABILITATION-DEN-MAR	44 SOUTH STREET
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE
225213	GOLDEN LIVING CENTER-LEXINGTON	840 EMERSON GARDENS ROAD
225573	SANCTA MARIA NURSING FACILITY	799 CONCORD AVENUE
225330	LIBERTY COMMONS	390 ORLEANS ROAD
225259	WEST ACRES REHABILITATION & NURSING CENTER	804 PLEASANT STREET
225133	KINDRED TRANSITIONAL CARE & REHAB-BLUEBERRY HILL	75 BRIMBAL AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

CHELSEA	MA	02150	6178892250
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ROCKPORT	MA	01966	9785466311
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LOWELL	MA	01854	9784583388
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LEXINGTON	MA	02420	7818618630
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CAMBRIDGE	MA	02138	6178682200
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NORTH CHATHAM	MA	02650	5089454611
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BROCKTON	MA	02301	5085836000
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BEVERLY	MA	01915	9789272020
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/14/2010

11/24/2010

12/26/2012

02/20/2013

02/16/2010

04/06/2010

03/23/2011

05/13/2011

04/28/2011

06/28/2011

01/03/2013

02/11/2013

09/24/2010

12/01/2010

02/18/2011

04/28/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	3
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	3

MA

Based on Nursing Home Compare - Complaint Deficiency

225581	PROVIDENCE CARE CENTER - LENOX	320 PITTSFIELD ROAD
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225332	COUNTRY CENTER FOR HEALTH & REHABILITATION	180 LOW STREET
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225290	HANNAH DUSTON HEALTHCARE CENTER	126 MONUMENT STREET
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225290	HANNAH DUSTON HEALTHCARE CENTER	126 MONUMENT STREET
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225352	RENAISSANCE MANOR ON CABOT	279 CABOT STREET
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225352	RENAISSANCE MANOR ON CABOT	279 CABOT STREET
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225352	RENAISSANCE MANOR ON CABOT	279 CABOT STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

LENOX	MA	01240	4136372660
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NEWBURYPORT	MA	01950	9784655361
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HAVERHILL	MA	01832	9783731747
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HAVERHILL	MA	01832	9783731747
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HOLYOKE	MA	01040	4135363435
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HOLYOKE	MA	01040	4135363435
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HOLYOKE	MA	01040	4135363435
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MA

Based on Nursing Home Compare - Complaint Deficiency

12/30/2011

01/25/2012

01/03/2012

12/15/2011

04/27/2010

07/06/2010

04/27/2010

07/06/2010

08/02/2011

09/07/2011

12/09/2011

01/27/2012

01/02/2013

02/18/2013

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

Based on Nursing Home Compare - Complaint Deficiency

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	3
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Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	3
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225356	CEDAR HILL HEALTH CARE CENTER	49 THOMAS PATTEN DRIVE
225361	QUABOAG REHABILITATION & SKILLED CARE CENTER	47 EAST MAIN STREET
225361	QUABOAG REHABILITATION & SKILLED CARE CENTER	47 EAST MAIN STREET
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD
225363	LINDA MANOR EXTENDED CARE FACILITY	349 HAYDENVILLE ROAD
225366	HATHAWAY MANOR EXTENDED CARE	863 HATHAWAY ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

RANDOLPH	MA	02368	7819611160
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WEST BROOKFIELD	MA	01585	5088677716
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WEST BROOKFIELD	MA	01585	5088677716
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LEEDS	MA	01053	4135867700
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LEEDS	MA	01053	4135867700
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LEEDS	MA	01053	4135867700
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NEW BEDFORD	MA	02740	5089966763
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MA

Based on Nursing Home Compare - Complaint Deficiency

02/16/2012

04/26/2012

08/19/2010

10/21/2010

10/07/2011

12/01/2011

10/11/2011

12/03/2011

10/11/2011

12/03/2011

10/11/2011

12/03/2011

03/06/2013

05/01/2013

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225370	KINDRED TRANSITIONAL CARE & REHAB-HAMMERSMITH	73 CHESTNUT STREET
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225372	FALMOUTH CENTER	359 JONES ROAD
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225372	FALMOUTH CENTER	359 JONES ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

SAUGUS	MA	01906	7812338123
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SAUGUS	MA	01906	7812338123
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SAUGUS	MA	01906	7812338123
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SAUGUS	MA	01906	7812338123
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SAUGUS	MA	01906	7812338123
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SAUGUS	MA	01906	7812338123
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FALMOUTH	MA	02540	5084579000
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FALMOUTH	MA	02540	5084579000
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/07/2011

09/30/2011

07/07/2011

09/30/2011

08/17/2011

11/11/2011

09/30/2011

12/07/2011

04/04/2012

06/14/2012

04/04/2012

06/14/2012

08/26/2010

10/01/2010

09/25/2012

11/03/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

any acts or reports of abuse, neglect or mistreatment of residents.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	2
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Give residents a notice of rights, rules, services and charges.	Few	2
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Allow residents the right to participate in the planning or revision of care and treatment.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Assist those residents who need help with eating/drinking, grooming and	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225372	FALMOUTH CENTER	359 JONES ROAD
225376	PENACOOK PLACE, INC	150 WATER STREET
225376	PENACOOK PLACE, INC	150 WATER STREET
225378	NEVILLE CENTER AT FRESH POND FOR NURSING & REHAB	640 CONCORD AVENUE
225378	NEVILLE CENTER AT FRESH POND FOR NURSING & REHAB	640 CONCORD AVENUE
225380	WESTFIELD CENTER	60 EAST SILVER STREET
225380	WESTFIELD CENTER	60 EAST SILVER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

FALMOUTH	MA	02540	5084579000
HAVERHILL	MA	01830	9783740707
HAVERHILL	MA	01830	9783740707
CAMBRIDGE	MA	02138	6174970600
CAMBRIDGE	MA	02138	6174970600
WESTFIELD	MA	01085	4135625121
WESTFIELD	MA	01085	4135625121

MA

Based on Nursing Home Compare - Complaint Deficiency

02/06/2013

03/21/2013

03/16/2010

05/21/2010

12/22/2010

03/02/2011

12/13/2011

02/20/2012

12/13/2011

02/20/2012

01/14/2011

02/18/2011

03/11/2011

04/15/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

with eating/drinking, grooming and personal and oral hygiene.		
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2) ensure nurse aides receive the required retraining after 24 months if nursing related services were not provided for monetary compensation	Few	2
Develop a complete care plan that meets all the resident's needs, with	Some	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225380	WESTFIELD CENTER	60 EAST SILVER STREET
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225382	GUARDIAN CENTER (THE)	888 NORTH MAIN STREET
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225382	GUARDIAN CENTER (THE)	888 NORTH MAIN STREET
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225383	RENAISSANCE MANOR OF WESTFIELD	37 FEEDING HILLS ROAD
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225383	RENAISSANCE MANOR OF WESTFIELD	37 FEEDING HILLS ROAD
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225383	RENAISSANCE MANOR OF WESTFIELD	37 FEEDING HILLS ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

WESTFIELD	MA	01085	4135625121
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BROCKTON	MA	02301	5085876556
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BROCKTON	MA	02301	5085876556
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WESTFIELD	MA	01085	4135682341
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WESTFIELD	MA	01085	4135682341
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WESTFIELD	MA	01085	4135682341
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/20/2011

04/27/2011

03/31/2010

05/15/2010

03/11/2013

04/24/2013

11/01/2010

12/14/2010

12/21/2010

02/11/2011

09/18/2012

11/01/2012

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

meets all the resident's needs, with timetables and actions that can be measured.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents. Few 2

Provide care by qualified persons according to each resident's written plan of care. Few 2

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents. Few 2

Provide care for each resident in a way that maintains or improves their quality of life. Few 2

Employ or obtain outside professional resources to provide services in the nursing home when the facility does not employ a qualified professional to furnish a required service. Few 2

Choose a doctor to serve as the medical director to create resident care policies and coordinate medical care in the facility. Few 2

MA

Based on Nursing Home Compare - Complaint Deficiency

225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225385	CHRISTOPHER HOUSE OF WORCESTER	10 MARY SCANO DRIVE
225386	SPRINGSIDE REHABILITATION AND SKILLED CARE CENTER	255 LEBANON AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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WORCESTER	MA	01605	5087543800
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PITTSFIELD	MA	01201	4134992334
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/28/2010

10/01/2010

07/28/2010

10/01/2010

07/28/2010

10/01/2010

07/28/2010

10/01/2010

09/06/2011

10/14/2011

09/06/2011

11/06/2011

09/06/2011

11/06/2011

08/05/2010

08/31/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225388	BALDWINVILLE NURSING HOME	51 HOSPITAL ROAD, BOX 24
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225388	BALDWINVILLE NURSING HOME	51 HOSPITAL ROAD, BOX 24
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225389	SACRED HEART NURSING HOME	359 SUMMER STREET
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225390	PARSONS HILL NURSING & REHABILITATION CENTER	1350 MAIN STREET
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225390	PARSONS HILL NURSING & REHABILITATION CENTER	1350 MAIN STREET
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225390	PARSONS HILL NURSING & REHABILITATION CENTER	1350 MAIN STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

BALDWINVILLE	MA	01436	9789392196
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BALDWINVILLE	MA	01436	9789392196
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NEW BEDFORD	MA	02740	5089966751
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WORCESTER	MA	01603	5087914200
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WORCESTER	MA	01603	5087914200
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WORCESTER	MA	01603	5087914200
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

Not Available

09/22/2010

Not Available

10/02/2012

11/09/2012

09/20/2010

11/22/2010

10/27/2011

12/09/2011

10/27/2011

12/09/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

reviews.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure residents have the right to have a choice over activities, their schedules, and health care according to their interests, assessments, and plans of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225390	PARSONS HILL NURSING & REHABILITATION CENTER	1350 MAIN STREET
225390	PARSONS HILL NURSING & REHABILITATION CENTER	1350 MAIN STREET
225392	WINGATE AT SPRINGFIELD REHAB & SKILLED NURS RES	215 BICENTENNIAL HIGHWAY
225392	WINGATE AT SPRINGFIELD REHAB & SKILLED NURS RES	215 BICENTENNIAL HIGHWAY
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225400	WAKEFIELD CENTER	ONE BATHOL STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01603	5087914200
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WORCESTER	MA	01603	5087914200
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SPRINGFIELD	MA	01118	4137967511
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SPRINGFIELD	MA	01118	4137967511
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WAKEFIELD	MA	01880	7812457600
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WAKEFIELD	MA	01880	7812457600
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WAKEFIELD	MA	01880	7812457600
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MA

Based on Nursing Home Compare - Complaint Deficiency

11/14/2012

01/04/2013

11/14/2012

01/04/2013

10/05/2011

11/25/2011

07/11/2012

07/10/2012

06/24/2010

07/12/2010

01/24/2011

01/02/2011

02/08/2011

03/26/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

respiratory care, foot care, and prostheses.		
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Maintain comfortable and safe temperature levels.	Some	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225400	WAKEFIELD CENTER	ONE BATHOL STREET
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225400	WAKEFIELD CENTER	ONE BATHOL STREET
225402	CLIFTON REHABILITATION NURSING CENTER	500 WILBUR AVENUE
225403	COLEMAN HOUSE	112 WEST MAIN STREET
225404	WINGATE AT HAVERHILL REHAB & SKILLED NURSING RESID	190 NORTH AVENUE
225408	MARISTHILL NURSING & REHABILITATION CENTER	66 NEWTON STREET
225409	NEVINS NURSING & REHABILITATION CENTER	TEN INGALLS COURT

MA

Based on Nursing Home Compare - Complaint Deficiency

WAKEFIELD	MA	01880	7812457600
WAKEFIELD	MA	01880	7812457600
WAKEFIELD	MA	01880	7812457600
SOMERSET	MA	02725	5086757589
NORTHBOROUGH	MA	01532	5083519355
HAVERHILL	MA	01830	9783727700
WALTHAM	MA	02453	7818930240
METHUEN	MA	01844	9786827611

MA

Based on Nursing Home Compare - Complaint Deficiency

05/27/2011

08/04/2011

05/27/2011

05/13/2011

11/02/2011

01/05/2012

11/02/2010

12/03/2010

09/17/2012

11/19/2012

02/04/2013

04/03/2013

06/24/2010

08/06/2010

11/01/2011

01/08/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide timely notification to the resident before transfer or discharge.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225409	NEVINS NURSING & REHABILITATION CENTER	TEN INGALLS COURT
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225409	NEVINS NURSING & REHABILITATION CENTER	TEN INGALLS COURT
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225412	MEDWAY COUNTRY MANOR SKILLED NURSING & REHAB	115 HOLLISTON STREET
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225415	MARIAN MANOR	130 DORCHESTER AVENUE
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225415	MARIAN MANOR	130 DORCHESTER AVENUE
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225418	HELLENIC NURSING & REHABILITATION CENTER	601 SHERMAN STREET
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225418	HELLENIC NURSING & REHABILITATION CENTER	601 SHERMAN STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

METHUEN	MA	01844	9786827611
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METHUEN	MA	01844	9786827611
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MEDWAY	MA	02053	5085336634
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BOSTON	MA	02127	6172683333
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BOSTON	MA	02127	6172683333
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CANTON	MA	02021	7818287450
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CANTON	MA	02021	7818287450
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MA

Based on Nursing Home Compare - Complaint Deficiency

11/01/2011

01/08/2012

11/01/2011

01/08/2012

07/18/2011

08/18/2011

02/02/2010

03/19/2010

06/18/2010

06/18/2010

08/31/2011

10/10/2011

03/05/2012

04/30/2012

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

before transfer or discharge.

Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2
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Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Some	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Establish a governing body that is legally responsible for establishing and implementing policies for managing and operating the facility and appoints a properly licensed administrator responsible for managing the facility	Many	2
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Provide care by qualified persons	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225421	APPLE VALLEY CENTER	400 GROTON ROAD
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225421	APPLE VALLEY CENTER	400 GROTON ROAD
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225423	SAVOY NURSING & REHAB CTR	670 COUNTY STREET
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225426	EPOCH SENIOR HEALTHCARE OF BREWSTER	873 HARWICH ROAD
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225430	ST PATRICK'S MANOR	863 CENTRAL STREET
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225431	WINGATE AT READING REHAB & SKILLED NURS RESID	1364 MAIN STREET
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225431	WINGATE AT READING REHAB & SKILLED NURS RESID	1364 MAIN STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

AYER	MA	01432	9787721704
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AYER	MA	01432	9787721704
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NEW BEDFORD	MA	02740	5089942400
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BREWSTER	MA	02631	5088967046
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FRAMINGHAM	MA	01701	5088798000
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READING	MA	01867	7819421210
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READING	MA	01867	7819421210
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MA

Based on Nursing Home Compare - Complaint Deficiency

02/16/2011

03/25/2011

02/28/2012

04/20/2012

02/11/2013

03/22/2013

01/25/2012

03/08/2012

04/27/2012

06/18/2012

02/01/2010

03/11/2010

02/01/2010

03/11/2010

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

according to each resident's written plan of care.

Provide care by qualified persons	Few	2
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according to each resident's written plan of care.

Provide care by qualified persons	Few	2
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according to each resident's written plan of care.

Immediately tell the resident, the	Few	2
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resident's doctor, and a family member of situations (injury/decline/room, etc.)

that affect the resident.

Provide residents with private access to	Few	2
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a telephone.

Allow residents to have visitors.	Few	2
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1) Receive registry verification that a	Few	2
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nurse aide has met the required training and skills that the State requires; and 2)

ensure nurse aides receive the required retraining after 24 months if nursing

related services were not provided for monetary compensation

1) Review the work of each nurse aide	Few	2
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every year; and 2) give regular in-service training based upon these

reviews.

MA

Based on Nursing Home Compare - Complaint Deficiency

225431	WINGATE AT READING REHAB & SKILLED NURS RESID	1364 MAIN STREET
225431	WINGATE AT READING REHAB & SKILLED NURS RESID	1364 MAIN STREET
225433	ABERJONA NURSING CENTER, INC	184 SWANTON STREET
225437	BRIARWOOD REHABILITATION & HEALTHCARE CENTER	150 LINCOLN STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

READING	MA	01867	7819421210
READING	MA	01867	7819421210
WINCHESTER	MA	01890	7817299370
NEEDHAM	MA	02492	7814494040
WORCESTER	MA	01604	5087558605
WORCESTER	MA	01604	5087558605
WORCESTER	MA	01604	5087558605

MA

Based on Nursing Home Compare - Complaint Deficiency

02/09/2010

03/31/2010

11/13/2012

01/18/2013

07/25/2011

08/02/2011

05/09/2011

06/24/2011

02/10/2010

03/01/2010

03/10/2010

04/23/2010

02/16/2011

03/29/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Pharmacy Service Deficiencies
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HEALTH	Quality Care Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Some	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
Ensure services provided by the nursing facility meet professional standards of	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225438	ST FRANCIS REHABILITATION & NURSING CENTER	101 PLANTATION STREET
225439	ODD FELLOWS HOME OF MASSACHUSETTS	104 RANDOLPH ROAD
225439	ODD FELLOWS HOME OF MASSACHUSETTS	104 RANDOLPH ROAD
225439	ODD FELLOWS HOME OF MASSACHUSETTS	104 RANDOLPH ROAD
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01604	5087558605
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WORCESTER	MA	01604	5087558605
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WORCESTER	MA	01604	5087558605
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WORCESTER	MA	01606	5088536687
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WORCESTER	MA	01606	5088536687
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WORCESTER	MA	01606	5088536687
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LAWRENCE	MA	01843	9786825281
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/19/2011

06/06/2011

04/19/2011

06/06/2011

09/26/2011

10/28/2011

02/08/2012

04/05/2012

04/12/2012

05/21/2012

03/19/2013

04/11/2013

09/10/2010

11/08/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies

HEALTH	Quality Care Deficiencies
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HEALTH	Resident Rights Deficiencies

HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies

HEALTH	Resident Rights Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

facility meet professional standards of quality.		
Provide timely notification to the resident before transfer or discharge.	Few	2
Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225441	COLONIAL HEIGHTS	555 SOUTH UNION STREET
225443	BLAIRE HOUSE OF WORCESTER	116 HOUGHTON STREET
225444	KINDRED NURSING & REHAB-BLUE HILLS ALZHEIMER'S	1044 PARK STREET
225444	KINDRED NURSING & REHAB-BLUE HILLS ALZHEIMER'S	1044 PARK STREET
225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

LAWRENCE	MA	01843	9786825281
LAWRENCE	MA	01843	9786825281
LAWRENCE	MA	01843	9786825281
LAWRENCE	MA	01843	9786825281
WORCESTER	MA	01604	5087915543
STOUGHTON	MA	02072	7813447300
STOUGHTON	MA	02072	7813447300
BRAINTREE	MA	02184	7818483100

MA

Based on Nursing Home Compare - Complaint Deficiency

09/10/2010

11/08/2010

01/02/2013

01/14/2013

01/24/2013

03/15/2013

01/24/2013

03/15/2013

09/28/2012

11/27/2012

09/14/2011

10/14/2011

10/17/2011

12/12/2011

09/03/2010

10/18/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Some	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

BRAINTREE	MA	02184	7818483100
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BRAINTREE	MA	02184	7818483100
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BRAINTREE	MA	02184	7818483100
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BRAINTREE	MA	02184	7818483100
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BRAINTREE	MA	02184	7818483100
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BRAINTREE	MA	02184	7818483100
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/03/2010

10/18/2010

09/03/2010

10/18/2010

09/03/2010

10/18/2010

09/03/2010

10/18/2010

09/03/2010

10/18/2010

09/03/2010

10/18/2010

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

respect in full recognition of their individuality.

Make sure that residents receive treatments/services to maintain or improve their ability to care for themselves.	Few	2
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Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Ensure that each resident who enters the nursing home without a catheter is not given a catheter, unless medically necessary, and that incontinent patients receive proper services to prevent urinary tract infections and restore normal bladder functions.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure that nurse aides show they have the skills and techniques to be able to care for residents' needs.	Some	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225445	KINDRED NURSING AND REHABILITATION-BRAINTREE	1102 WASHINGTON STREET
225448	CATHOLIC MEMORIAL HOME	2446 HIGHLAND AVENUE
225448	CATHOLIC MEMORIAL HOME	2446 HIGHLAND AVENUE
225448	CATHOLIC MEMORIAL HOME	2446 HIGHLAND AVENUE
225449	HATHORNE HILL	14 KIRKBRIDE DRIVE
225449	HATHORNE HILL	14 KIRKBRIDE DRIVE
225452	STERLING VILLAGE	18 DANA HILL ROAD
225452	STERLING VILLAGE	18 DANA HILL ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

BRAINTREE	MA	02184	7818483100
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FALL RIVER	MA	02720	5086790011
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FALL RIVER	MA	02720	5086790011
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FALL RIVER	MA	02720	5086790011
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DANVERS	MA	01923	9787746955
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DANVERS	MA	01923	9787746955
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STERLING	MA	01564	9784225111
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STERLING	MA	01564	9784225111
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MA

Based on Nursing Home Compare - Complaint Deficiency

11/01/2012

12/21/2012

03/15/2010

04/20/2010

03/15/2010

04/20/2010

05/08/2012

05/11/2012

08/24/2010

10/14/2010

08/24/2010

10/14/2010

09/12/2011

10/29/2011

07/27/2012

09/22/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225453	KINDRED TRANSITIONAL CARE & REHAB-CRAWFORD	273 OAK GROVE AVENUE
225453	KINDRED TRANSITIONAL CARE & REHAB-CRAWFORD	273 OAK GROVE AVENUE
225453	KINDRED TRANSITIONAL CARE & REHAB-CRAWFORD	273 OAK GROVE AVENUE
225453	KINDRED TRANSITIONAL CARE & REHAB-CRAWFORD	273 OAK GROVE AVENUE
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE
225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

FALL RIVER	MA	02723	5086794866
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FALL RIVER	MA	02723	5086794866
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FALL RIVER	MA	02723	5086794866
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FALL RIVER	MA	02723	5086794866
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LOWELL	MA	01854	9784583388
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LOWELL	MA	01854	9784583388
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LOWELL	MA	01854	9784583388
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LOWELL	MA	01854	9784583388
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/28/2011

05/23/2011

03/28/2011

05/23/2011

03/28/2011

05/23/2011

03/28/2011

05/23/2011

07/29/2010

09/14/2010

05/11/2011

07/18/2011

09/28/2011

12/07/2011

08/30/2012

09/29/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH Resident Rights Deficiencies

HEALTH Resident Rights Deficiencies

HEALTH Resident Rights Deficiencies

HEALTH Resident Rights Deficiencies

HEALTH Quality Care Deficiencies

HEALTH Resident Rights Deficiencies

HEALTH Pharmacy Service Deficiencies

HEALTH Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

prostheses.

Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Many	2
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Provide written records when a resident is transferred or discharged.	Many	2
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Provide timely notification to the resident before transfer or discharge.	Many	2
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Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Some	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225458	FAIRHAVEN HEALTHCARE CENTER	476 VARNUM AVENUE
225461	KINDRED TRANSITIONAL CARE & REHAB-FRANKLIN	130 CHESTNUT STREET
225461	KINDRED TRANSITIONAL CARE & REHAB-FRANKLIN	130 CHESTNUT STREET
225461	KINDRED TRANSITIONAL CARE & REHAB-FRANKLIN	130 CHESTNUT STREET
225465	KINDRED NURSING & REHABILITATION-HALLMARK	1123 ROCKDALE AVENUE
225466	OVERLOOK AT NORTHAMPTON	222 RIVER ROAD
225466	OVERLOOK AT NORTHAMPTON	222 RIVER ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

LOWELL	MA	01854	9784583388
FRANKLIN	MA	02038	5085284600
FRANKLIN	MA	02038	5085284600
FRANKLIN	MA	02038	5085284600
NEW BEDFORD	MA	02740	5089977448
LEEDS	MA	01053	4135848457
LEEDS	MA	01053	4135848457

MA

Based on Nursing Home Compare - Complaint Deficiency

08/30/2012

09/29/2012

06/16/2011

07/31/2011

06/16/2011

07/31/2011

11/19/2012

11/29/2012

08/08/2011

10/05/2011

11/19/2010

01/13/2011

11/19/2010

01/13/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Some	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide necessary care and services to maintain or improve the highest well	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225467	AUTUMN VILLAGE, LLC	25 ORIOLE DRIVE
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225470	JEANNE JUGAN RESIDENCE	186 HIGHLAND AVENUE
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225472	JEWISH REHAB CTR FOR THE AGED OF THE NORTH SHORE	240 LYNNFIELD STREET
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225477	MARIAN MANOR OF TAUNTON	33 SUMMER STREET
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225477	MARIAN MANOR OF TAUNTON	33 SUMMER STREET
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225477	MARIAN MANOR OF TAUNTON	33 SUMMER STREET
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225478	MEADOW VIEW CENTER	134 NORTH STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01605	5088523330
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SOMERVILLE	MA	02143	6177764420
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PEABODY	MA	01960	7815985310
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TAUNTON	MA	02780	5088224885
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TAUNTON	MA	02780	5088224885
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TAUNTON	MA	02780	5088224885
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NORTH READING	MA	01864	9782762000
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/01/2011

06/04/2011

06/24/2010

08/24/2010

04/22/2010

06/08/2010

02/18/2011

05/10/2011

08/04/2011

09/09/2011

11/15/2011

01/13/2012

07/14/2010

09/09/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

maintain or improve the highest well being of each resident.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.

1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.

Ensure that residents are safe from serious medication errors.

Ensure services provided by the nursing facility meet professional standards of

MA

Based on Nursing Home Compare - Complaint Deficiency

225478	MEADOW VIEW CENTER	134 NORTH STREET
225478	MEADOW VIEW CENTER	134 NORTH STREET
225480	MOUNT SAINT VINCENT CARE CENTER	35 HOLY FAMILY ROAD
225483	KINDRED NURSING AND REHABILITATION-OAKWOOD	11 PONTIAC AVENUE
225488	TREMONT HEALTH CARE CENTER	605 MAIN STREET
225489	WINGATE AT BELVIDERE REHAB & SKILLED NURSING RES	500 WENTWORTH AVENUE
225489	WINGATE AT BELVIDERE REHAB & SKILLED NURSING RES	500 WENTWORTH AVENUE
225489	WINGATE AT BELVIDERE REHAB & SKILLED NURSING RES	500 WENTWORTH AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

NORTH READING	MA	01864	9782762000
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NORTH READING	MA	01864	9782762000
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HOLYOKE	MA	01040	4135323246
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WEBSTER	MA	01570	5089433889
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WAREHAM	MA	02571	5082951040
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LOWELL	MA	01852	9784581271
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LOWELL	MA	01852	9784581271
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LOWELL	MA	01852	9784581271
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/14/2010

09/09/2010

06/26/2012

07/27/2012

11/08/2010

01/31/2011

08/23/2010

10/04/2010

07/09/2012

09/18/2012

04/14/2010

06/10/2010

11/14/2011

01/12/2012

06/21/2012

08/07/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Pharmacy Service Deficiencies
HEALTH	Resident Assessment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Assessment Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

facility meet professional standards of quality.

Ensure that residents are safe from serious medication errors.	Few	2
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Make sure that doctors visit residents regularly, as required.	Some	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Some	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Make sure that doctors visit residents regularly, as required.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225490	SANDALWOOD CENTER	3 PINE STREET
225491	SHREWSBURY NURSING & REHABILITATION CENTER	40 JULIO DRIVE
225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
225494	SUNNY ACRES NURSING HOME	254 BILLERICA ROAD
225495	KINDRED NRSING & REHABILITATION-TIMBERLYN HEIGHTS	320 MAPLE AVENUE
225499	ROSCOMMON WEST ROXBURY	5060 WASHINGTON STREET
225500	WEST SIDE HOUSE LTC FACILITY	35 FRUIT STREET
225500	WEST SIDE HOUSE LTC FACILITY	35 FRUIT STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

OXFORD	MA	01540	5089878417
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SHREWSBURY	MA	01545	5088456786
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CHELMSFORD	MA	01824	9782560231
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CHELMSFORD	MA	01824	9782560231
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GREAT BARRINGTON	MA	01230	4135282650
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BOSTON	MA	02132	6173251688
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WORCESTER	MA	01609	5087526763
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WORCESTER	MA	01609	5087526763
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/18/2011

12/02/2011

08/20/2012

09/27/2012

02/24/2010

05/05/2010

07/13/2010

08/20/2010

08/29/2012

10/12/2012

12/20/2011

02/24/2012

09/22/2010

11/05/2010

09/22/2010

11/05/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Reasonably accommodate the needs and preferences of each resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Let residents voice a complaint or grievance without being treated differently or badly.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Provide care by qualified persons according to each resident's written plan	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225501	EPOCH SENIOR HEALTHCARE OF WESTON	75 NORUMBEGA ROAD
225503	PAVILION , THE	876 FALMOUTH ROAD
225505	WOOD MILL CENTER	800 ESSEX STREET
225506	SPAULDING NURSING & THERAPY CENTER - NORTH END	70 FULTON STREET
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

WESTON	MA	02493	7818916100
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HYANNIS	MA	02601	5087756663
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LAWRENCE	MA	01841	9786862994
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BOSTON	MA	02109	6177269701
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CHELMSFORD	MA	01824	9782563151
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CHELMSFORD	MA	01824	9782563151
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CHELMSFORD	MA	01824	9782563151
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CHELMSFORD	MA	01824	9782563151
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/20/2011

07/15/2011

10/07/2010

11/19/2010

05/04/2010

06/10/2010

04/26/2010

06/03/2010

04/06/2010

06/02/2010

07/20/2010

07/14/2010

06/21/2011

09/06/2011

06/21/2011

09/06/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

according to each resident's written plan of care.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Some	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
--	-----	---

Provide care by qualified persons according to each resident's written plan of care.	Few	2
--	-----	---

Ensure services provided by the nursing facility meet professional standards of quality.	Some	2
--	------	---

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	2
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Provide written records when a resident is transferred or discharged.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

	EXCELLENCE	
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD
225508	PALM SKILLED NRSING CR & CTR FOR REHAB EXCELLENCE	40 PARKHURST ROAD
225509	BROOKLINE HEALTH CARE CENTER	99 PARK STREET
225510	PRESCOTT HOUSE	140 PRESCOTT STREET
225510	PRESCOTT HOUSE	140 PRESCOTT STREET
225510	PRESCOTT HOUSE	140 PRESCOTT STREET
225511	WILLOW MANOR	30 PRINCETON BOULEVARD

MA

Based on Nursing Home Compare - Complaint Deficiency

CHELMSFORD	MA	01824	9782563151
CHELMSFORD	MA	01824	9782563151
BROOKLINE	MA	02146	6177311050
NORTH ANDOVER	MA	01845	9786858086
NORTH ANDOVER	MA	01845	9786858086
NORTH ANDOVER	MA	01845	9786858086
LOWELL	MA	01851	9789548086

MA

Based on Nursing Home Compare - Complaint Deficiency

06/21/2011

09/06/2011

08/12/2011

09/16/2011

03/12/2010

05/07/2010

05/13/2010

07/02/2010

06/08/2012

08/01/2012

09/24/2012

11/21/2012

03/02/2012

05/01/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

is transferred or discharged.		
Provide timely notification to the resident before transfer or discharge.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Give notice to the resident before a room or roommate change.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225513	BEAUMONT REHAB & SKILLED NURSING CTR - NORTHBORO	238 WEST MAIN STREET
225515	D'YOUVILLE SENIOR CARE	981 VARNUM AVENUE
225518	SIPPICAN HEALTHCARE CENTER	15 MILL STREET
225520	CAMBRIDGE REHABILITATION & NURSING CENTER	8 DANA STREET
225520	CAMBRIDGE REHABILITATION & NURSING CENTER	8 DANA STREET
225520	CAMBRIDGE REHABILITATION & NURSING CENTER	8 DANA STREET
225522	JOHN ADAMS HEALTHCARE CENTER	211 FRANKLIN STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

NORTHBOROUGH	MA	01532	5083932368
LOWELL	MA	01854	9784545681
MARION	MA	02738	5087483830
CAMBRIDGE	MA	02138	6178644267
CAMBRIDGE	MA	02138	6178644267
CAMBRIDGE	MA	02138	6178644267
QUINCY	MA	02169	6174790837

MA

Based on Nursing Home Compare - Complaint Deficiency

02/15/2012

04/20/2012

11/15/2012

01/08/2013

08/25/2011

09/30/2011

01/20/2011

02/28/2011

07/27/2012

09/04/2012

08/27/2012

10/11/2012

08/24/2010

10/01/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Mistreatment Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	Some	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225522

JOHN ADAMS HEALTHCARE CENTER

211 FRANKLIN STREET

225523

GLEN RIDGE NURSING CARE CENTER

120 MURRAY STREET

225523

GLEN RIDGE NURSING CARE CENTER

120 MURRAY STREET

225527

FARREN CARE CENTER

340 MOTAGUE CITY ROAD

225527

FARREN CARE CENTER

340 MOTAGUE CITY ROAD

225527

FARREN CARE CENTER

340 MOTAGUE CITY ROAD

225527

FARREN CARE CENTER

340 MOTAGUE CITY ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

QUINCY	MA	02169	6174790837
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MEDFORD	MA	02155	7813910800
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MEDFORD	MA	02155	7813910800
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TURNERS FALLS	MA	01376	4137743111
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TURNERS FALLS	MA	01376	4137743111
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TURNERS FALLS	MA	01376	4137743111
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TURNERS FALLS	MA	01376	4137743111
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MA

Based on Nursing Home Compare - Complaint Deficiency

08/24/2010

10/01/2010

08/11/2011

07/29/2011

03/30/2012

05/04/2012

07/08/2011

09/11/2011

03/06/2012

04/22/2012

03/28/2012

06/07/2012

03/28/2012

06/07/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225527	FARREN CARE CENTER	340 MOTAGUE CITY ROAD
225527	FARREN CARE CENTER	340 MOTAGUE CITY ROAD
225527	FARREN CARE CENTER	340 MOTAGUE CITY ROAD
225530	SUTTON HILL CENTER	1801 TURNPIKE STREET
225530	SUTTON HILL CENTER	1801 TURNPIKE STREET
225530	SUTTON HILL CENTER	1801 TURNPIKE STREET
225531	SUDBURY PINES EXTENDED CARE	642 BOSTON POST ROAD
225533	WACHUSETT MANOR	32 HOSPITAL HILL ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

TURNERS FALLS	MA	01376	4137743111
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TURNERS FALLS	MA	01376	4137743111
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TURNERS FALLS	MA	01376	4137743111
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NORTH ANDOVER	MA	01845	9786881212
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NORTH ANDOVER	MA	01845	9786881212
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NORTH ANDOVER	MA	01845	9786881212
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SUDBURY	MA	01776	9784439000
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GARDNER	MA	01440	9786325477
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/28/2012

06/07/2012

03/28/2012

06/07/2012

03/28/2012

06/07/2012

03/06/2012

05/09/2012

05/22/2012

08/06/2012

09/04/2012

08/20/2012

03/22/2011

03/25/2011

10/06/2010

Not Available

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Let each resident or the resident's legal representative access or purchase copies of all the resident's records.	Few	2
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Reasonably accommodate the needs and preferences of each resident.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225533	WACHUSETT MANOR	32 HOSPITAL HILL ROAD
225533	WACHUSETT MANOR	32 HOSPITAL HILL ROAD
225533	WACHUSETT MANOR	32 HOSPITAL HILL ROAD
225536	KINDRED TRANSITIONAL CARE & REHAB-HARRINGTON	160 MAIN STREET
225536	KINDRED TRANSITIONAL CARE & REHAB-HARRINGTON	160 MAIN STREET
225536	KINDRED TRANSITIONAL CARE & REHAB-HARRINGTON	160 MAIN STREET
225536	KINDRED TRANSITIONAL CARE & REHAB-HARRINGTON	160 MAIN STREET
225537	TOWN AND COUNTRY HEALTH CARE CENTER	259 BALDWIN STREET
225537	TOWN AND COUNTRY HEALTH CARE CENTER	259 BALDWIN STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

GARDNER	MA	01440	9786325477
GARDNER	MA	01440	9786325477
GARDNER	MA	01440	9786325477
WALPOLE	MA	02081	5086603080
WALPOLE	MA	02081	5086603080
WALPOLE	MA	02081	5086603080
WALPOLE	MA	02081	5086603080
LOWELL	MA	01851	9784545438
LOWELL	MA	01851	9784545438

MA

Based on Nursing Home Compare - Complaint Deficiency

01/25/2012

02/27/2012

04/03/2012

05/11/2012

04/03/2012

05/11/2012

02/11/2010

04/09/2010

02/11/2010

04/09/2010

02/11/2010

04/09/2010

07/20/2010

08/27/2010

12/13/2010

01/07/2011

03/03/2011

05/03/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Give residents a notice of rights, rules, services and charges.	Some	2
Provide timely notification to the resident before transfer or discharge.	Some	2
1) Protect current or future residents from giving up their Medicaid or Medicare benefits; or 2) follow federal rules for admissions.	Some	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225537	TOWN AND COUNTRY HEALTH CARE CENTER	259 BALDWIN STREET
225540	GERMAN CENTER FOR EXTENDED CARE	2222 CENTRE STREET
225544	WINGATE AT SILVER LAKE REHAB & SKILLED NURSING RES	17 CHIPMAN WAY
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE
225545	COURTYARD NURSING CARE CENTER	200 GOVERNORS AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

LOWELL	MA	01851	9784545438
BOSTON	MA	02132	6173251230
KINGSTON	MA	02364	7815854100
MEDFORD	MA	02155	7813915400
MEDFORD	MA	02155	7813915400
MEDFORD	MA	02155	7813915400
MEDFORD	MA	02155	7813915400
MEDFORD	MA	02155	7813915400

MA

Based on Nursing Home Compare - Complaint Deficiency

11/02/2011	12/29/2011
06/25/2012	07/25/2012
09/11/2012	10/26/2012
06/25/2010	06/21/2010
08/16/2010	09/20/2010
08/26/2010	08/18/2010
01/04/2011	03/11/2011
01/04/2011	03/11/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Give or get x-rays or tests only when they are ordered by the attending physician.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Quickly tell the resident's doctor the results of laboratory tests.	Few	2
Ensure each resident receives an accurate assessment by a qualified health professional.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225546	LIFE CARE CENTER OF MERRIMACK VALLEY	80 BOSTON ROAD
225548	BLAIRE HOUSE OF TEWKSBURY	10 ERLIN TERRACE
225548	BLAIRE HOUSE OF TEWKSBURY	10 ERLIN TERRACE
225549	KINDRED NURSING & REHABILITATION-BRIGHAM	77 HIGH STREET
225549	KINDRED NURSING & REHABILITATION-BRIGHAM	77 HIGH STREET
225549	KINDRED NURSING & REHABILITATION-BRIGHAM	77 HIGH STREET
225549	KINDRED NURSING & REHABILITATION-BRIGHAM	77 HIGH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BILLERICA	MA	01862	9786672166
TEWKSBURY	MA	01876	9788513121
TEWKSBURY	MA	01876	9788513121
NEWBURYPORT	MA	01950	9784624221
NEWBURYPORT	MA	01950	9784624221
NEWBURYPORT	MA	01950	9784624221
NEWBURYPORT	MA	01950	9784624221

MA

Based on Nursing Home Compare - Complaint Deficiency

02/27/2013

04/11/2013

05/31/2011

07/25/2011

10/21/2011

12/29/2011

09/27/2010

12/05/2010

08/05/2011

10/20/2011

11/15/2011

01/20/2012

11/15/2011

01/20/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

of care.		
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225553	WABAN HEALTH & REHABILITATION CENTER	20 KINMONTH ROAD
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225553	WABAN HEALTH & REHABILITATION CENTER	20 KINMONTH ROAD
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225554	COOLIDGE HOUSE	30 WEBSTER STREET
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225554	COOLIDGE HOUSE	30 WEBSTER STREET
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225554	COOLIDGE HOUSE	30 WEBSTER STREET
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225555	MARY ANN MORSE NURSING & REHABILITATION	45 UNION STREET
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225556	MONT MARIE HEALTH CARE CENTER	36 LOWER WESTFIELD ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

WABAN	MA	02468	6173328481
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WABAN	MA	02468	6173328481
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BROOKLINE	MA	02446	6177342300
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BROOKLINE	MA	02446	6177342300
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BROOKLINE	MA	02446	6177342300
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NATICK	MA	01760	5086509003
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HOLYOKE	MA	01040	4135386050
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/23/2010

06/23/2010

08/29/2011

10/14/2011

08/25/2010

10/19/2010

08/25/2010

10/19/2010

09/05/2012

09/05/2012

08/04/2011

10/16/2011

05/05/2011

07/21/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

bed in cases of transfer to a hospital or therapeutic leave.

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225557	EASTPOINTE NURSING CARE CENTER	255 CENTRAL AVENUE
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225557	EASTPOINTE NURSING CARE CENTER	255 CENTRAL AVENUE
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225557	EASTPOINTE NURSING CARE CENTER	255 CENTRAL AVENUE
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225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
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225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
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225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
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225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

CHELSEA	MA	02150	6178845700
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CHELSEA	MA	02150	6178845700
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CHELSEA	MA	02150	6178845700
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ANDOVER	MA	01810	9784703434
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ANDOVER	MA	01810	9784703434
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ANDOVER	MA	01810	9784703434
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ANDOVER	MA	01810	9784703434
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/07/2011

02/14/2011

07/05/2011

08/31/2011

09/13/2011

11/18/2011

04/12/2010

04/30/2010

04/12/2010

04/30/2010

04/12/2010

04/30/2010

04/12/2010

04/30/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

prostheses.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2
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Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
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Ensure that each resident who enters the nursing home without a catheter is not given a catheter, unless medically necessary, and that incontinent patients	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
225558	WINGATE AT ANDOVER REHAB & SKILLED NURSING RES	80 ANDOVER STREET
225562	MILFORD CENTER	10 VETERANS MEMORIAL DRIVE
225562	MILFORD CENTER	10 VETERANS MEMORIAL DRIVE
225562	MILFORD CENTER	10 VETERANS MEMORIAL DRIVE
225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET
225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

ANDOVER	MA	01810	9784703434
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ANDOVER	MA	01810	9784703434
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MILFORD	MA	01757	5084736414
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MILFORD	MA	01757	5084736414
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MILFORD	MA	01757	5084736414
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GLOUCESTER	MA	01930	9782830300
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GLOUCESTER	MA	01930	9782830300
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/20/2010

06/09/2010

04/20/2010

06/09/2010

03/21/2012

05/10/2012

03/21/2012

05/10/2012

06/25/2012

08/10/2012

09/30/2010

12/09/2010

03/30/2012

05/06/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

receive proper services to prevent urinary tract infections and restore normal bladder functions.

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Develop policies and procedures for influenza and pneumococcal immunizations.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225567	SEACOAST NURSING & REHABILITATION CENTER INC	292 WASHINGTON STREET
225571	CHELSEA SKILLED NURSING AND REHABILITATION	932 BROADWAY
225571	CHELSEA SKILLED NURSING AND REHABILITATION	932 BROADWAY
225571	CHELSEA SKILLED NURSING AND REHABILITATION	932 BROADWAY
225573	SANCTA MARIA NURSING FACILITY	799 CONCORD AVENUE
225573	SANCTA MARIA NURSING FACILITY	799 CONCORD AVENUE
225573	SANCTA MARIA NURSING FACILITY	799 CONCORD AVENUE
225573	SANCTA MARIA NURSING FACILITY	799 CONCORD AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

GLOUCESTER	MA	01930	9782830300
CHELSEA	MA	02150	6178892250
CHELSEA	MA	02150	6178892250
CHELSEA	MA	02150	6178892250
CAMBRIDGE	MA	02138	6178682200
CAMBRIDGE	MA	02138	6178682200
CAMBRIDGE	MA	02138	6178682200
CAMBRIDGE	MA	02138	6178682200

MA

Based on Nursing Home Compare - Complaint Deficiency

03/12/2013

04/12/2013

10/12/2011

11/28/2011

10/12/2011

11/28/2011

07/11/2012

09/11/2012

08/01/2011

10/16/2011

08/30/2011

10/26/2011

08/30/2011

10/26/2011

08/30/2011

10/26/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Give the resident's representative the ability to exercise the resident's rights.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
Give notice to the resident before a room or roommate change.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225581	PROVIDENCE CARE CENTER - LENOX	320 PITTSFIELD ROAD
225586	WESTFORD HOUSE	3 PARK DRIVE
225586	WESTFORD HOUSE	3 PARK DRIVE
225589	SARAH BRAYTON NURSING CARE CTR	4901 NORTH MAIN STREET
225594	BEAUMONT AT UNIVERSITY CAMPUS	378 PLANTATION STREET
225594	BEAUMONT AT UNIVERSITY CAMPUS	378 PLANTATION STREET
225597	SOUTHWOOD AT NORWELL NURSING CTR	501 CORDWAINER DRIVE
225597	SOUTHWOOD AT NORWELL NURSING CTR	501 CORDWAINER DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

LENOX	MA	01240	4136372660
WESTFORD	MA	01886	9783921144
WESTFORD	MA	01886	9783921144
FALL RIVER	MA	02720	5086751001
WORCESTER	MA	01605	5087557300
WORCESTER	MA	01605	5087557300
NORWELL	MA	02061	7819827450
NORWELL	MA	02061	7819827450

MA

Based on Nursing Home Compare - Complaint Deficiency

03/13/2012

05/04/2012

06/07/2010

07/21/2010

04/12/2011

05/27/2011

05/20/2010

07/06/2010

04/07/2011

04/06/2011

04/28/2011

05/27/2011

08/24/2010

10/16/2010

08/24/2010

10/16/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Nutrition and Dietary Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Give the resident's representative the ability to exercise the resident's rights.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2) ensure nurse aides receive the required retraining after 24 months if nursing related services were not provided for monetary compensation	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225599	BEDFORD VILLAGE NURSING HOME	9 POPE STREET
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225616	BRIDGEWATER NURSING HOME	16 PLEASANT STREET
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225616	BRIDGEWATER NURSING HOME	16 PLEASANT STREET
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225622	NEMASKET HEALTHCARE CENTER	314 MARION ROAD
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225626	TAUNTON NURSING HOME	350 NORTON AVENUE
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225630	WINDEMERE NURSING & REHAB CTR ON MARTHAS VINEYARD	ONE HOSPITAL ROAD, PO BOX 1747
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MA

Based on Nursing Home Compare - Complaint Deficiency

NEW BEDFORD	MA	02740	5089973358
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BRIDGEWATER	MA	02324	5086974616
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BRIDGEWATER	MA	02324	5086974616
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MIDDLEBOROUGH	MA	02346	5089478632
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TAUNTON	MA	02780	5088221132
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OAK BLUFFS	MA	02557	5086966465
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/22/2010

07/23/2010

04/20/2010

06/04/2010

07/12/2010

07/15/2010

02/10/2012

03/14/2012

04/21/2011

06/13/2011

07/08/2010

08/20/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent avoidable accidents.

Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Offer other nutritional food to each resident who will not eat the food served.	Some	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Some	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225630	WINDEMERE NURSING & REHAB CTR ON MARTHAS VINEYARD	ONE HOSPITAL ROAD, PO BOX 1747
225637	SEASHORE POINT AND WELLNESS REHABILITATION	100 ALDEN STREET
225637	SEASHORE POINT AND WELLNESS REHABILITATION	100 ALDEN STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

OAK BLUFFS	MA	02557	5086966465
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PROVINCETOWN	MA	02657	5084877090
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PROVINCETOWN	MA	02657	5084877090
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AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/08/2010

08/20/2010

08/16/2011

09/21/2011

08/16/2011

09/21/2011

07/16/2010

10/14/2010

07/16/2010

10/14/2010

05/20/2011

07/20/2011

05/20/2011

07/20/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Some	2
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Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225642	KINDRED TRANSITIONAL CARE & REHAB-COUNTRY ESTATES	1200 SUFFIELD STREET
225643	OVERLOOK MASONIC HEALTH CENTER	88 MASONIC HOME ROAD PO BOX 1000
225643	OVERLOOK MASONIC HEALTH CENTER	88 MASONIC HOME ROAD PO BOX 1000
225644	GROSVENOR PARK	7 LORING HILLS AVENUE
225644	GROSVENOR PARK	7 LORING HILLS AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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AGAWAM	MA	01001	4137892200
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CHARLTON	MA	01507	5082487344
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CHARLTON	MA	01507	5082487344
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SALEM	MA	01970	9787415700
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SALEM	MA	01970	9787415700
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MA

Based on Nursing Home Compare - Complaint Deficiency

08/17/2011

09/30/2011

08/17/2011

09/30/2011

11/09/2011

01/02/2012

10/31/2012

11/17/2012

10/01/2012

11/12/2012

01/16/2013

03/02/2013

02/17/2010

03/19/2010

06/27/2012

08/07/2012

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

quality.

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
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Ensure that a nursing home area is free	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BOSTON	MA	02134	6177872300
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BOSTON	MA	02134	6177872300
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BOSTON	MA	02134	6177872300
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BOSTON	MA	02134	6177872300
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BOSTON	MA	02134	6177872300
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BOSTON	MA	02134	6177872300
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MA

Based on Nursing Home Compare - Complaint Deficiency

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06/09/2010	08/01/2010
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06/09/2010	08/01/2010
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06/09/2010	08/01/2010
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06/09/2010	08/01/2010
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06/15/2010	08/19/2010
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06/15/2010	08/19/2010
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MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Pharmacy Service Deficiencies
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HEALTH	Administration Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Mistreatment Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

Try to resolve each resident's complaints quickly.	Few	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225649	WINGATE AT BRIGHTON	100 NORTH BEACON STREET
225650	NEW BEDFORD HEALTH CARE CENTER	221 FITZGERALD DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
BOSTON	MA	02134	6177872300
NEW BEDFORD	MA	02745	5089964600

MA

Based on Nursing Home Compare - Complaint Deficiency

07/06/2010

09/03/2010

07/06/2010

09/03/2010

08/18/2010

10/15/2010

09/02/2010

10/28/2010

11/17/2010

12/30/2010

02/07/2011

03/08/2011

02/07/2011

03/08/2011

06/09/2010

07/23/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

misappropriation of property.		
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide routine and 24-hour emergency dental care for each resident.	Few	2
Ensure residents have the right to have a choice over activities, their schedules, and health care according to their interests, assessments, and plans of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Some	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Some	2
Ensure services provided by the nursing	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225650	NEW BEDFORD HEALTH CARE CENTER	221 FITZGERALD DRIVE
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225651	ROSEWOOD NURSING & REHABILITATION CENTER	22 JOHNSON STREET
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225651	ROSEWOOD NURSING & REHABILITATION CENTER	22 JOHNSON STREET
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225651	ROSEWOOD NURSING & REHABILITATION CENTER	22 JOHNSON STREET
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225653	COPLEY AT STOUGHTON NURSING CARE CENTER	380 SUMNER STREET
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225654	BENJAMIN HEALTHCARE CENTER	120 FISHER AVENUE
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MA

Based on Nursing Home Compare - Complaint Deficiency

NEW BEDFORD	MA	02745	5089964600
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PEABODY	MA	01961	9785358700
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PEABODY	MA	01961	9785358700
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PEABODY	MA	01961	9785358700
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STOUGHTON	MA	02072	7813412300
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BOSTON	MA	02120	6177381500
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/03/2012

04/20/2012

02/11/2011

04/30/2010

02/11/2011

04/30/2010

03/21/2013

05/08/2013

04/14/2011

05/13/2011

05/11/2010

07/21/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Mistreatment Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

facility meet professional standards of quality.

Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225654	BENJAMIN HEALTHCARE CENTER	120 FISHER AVENUE
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225654	BENJAMIN HEALTHCARE CENTER	120 FISHER AVENUE
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225656	CAMPION HEALTH CENTER INC	319 CONCORD ROAD
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225659	GOLDEN LIVING CENTER-THE ELMHURST	743 MAIN STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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225660	HAMMOND CENTER	18 HAMMOND STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

BOSTON	MA	02120	6177381500
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BOSTON	MA	02120	6177381500
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WESTON	MA	02493	7817884795
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MELROSE	MA	02176	7816627500
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WORCESTER	MA	01610	5087997991
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WORCESTER	MA	01610	5087997991
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WORCESTER	MA	01610	5087997991
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/13/2011

12/08/2011

08/29/2012

09/28/2012

12/18/2012

02/15/2013

04/27/2011

06/10/2011

09/15/2010

10/26/2010

09/15/2010

10/26/2010

12/16/2011

01/30/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Administration Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Resident Assessment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect, mistreatment and misappropriation of property.		
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Give the resident's representative the ability to exercise the resident's rights.	Few	2
Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
Make sure that doctors visit residents regularly, as required.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225660	HAMMOND CENTER	18 HAMMOND STREET
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225661	LIFE CARE CENTER OF AUBURN	14 MASONIC CIRCLE
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225661	LIFE CARE CENTER OF AUBURN	14 MASONIC CIRCLE
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225661	LIFE CARE CENTER OF AUBURN	14 MASONIC CIRCLE
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225661	LIFE CARE CENTER OF AUBURN	14 MASONIC CIRCLE
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225662	HARBOR HOUSE NURSING & REHABILITATION CENTER	11 CONDITO ROAD
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225666	LIFE CARE CENTER OF PLYMOUTH	94 OBERY STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01610	5087997991
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AUBURN	MA	01501	5088324800
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AUBURN	MA	01501	5088324800
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AUBURN	MA	01501	5088324800
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AUBURN	MA	01501	5088324800
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HINGHAM	MA	02043	7817494774
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PLYMOUTH	MA	02360	5087479800
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MA

Based on Nursing Home Compare - Complaint Deficiency

12/16/2011

01/30/2012

05/03/2010

06/04/2010

05/03/2010

06/04/2010

05/03/2010

06/04/2010

07/19/2010

08/05/2010

12/08/2011

02/17/2012

08/11/2011

10/11/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Assessment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

regularly, as required.

Make sure that all required doctor visits are made personally.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225667	PLEASANT BAY NURSING & REHABILITATION	383 SOUTH ORLEANS ROAD
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY

MA

Based on Nursing Home Compare - Complaint Deficiency

BREWSTER	MA	02631	5082403500
ROCHDALE	MA	01542	5088926808
ROCHDALE	MA	01542	5088926808
ROCHDALE	MA	01542	5088926808
ROCHDALE	MA	01542	5088926808
ROCHDALE	MA	01542	5088926808
ROCHDALE	MA	01542	5088926808

MA

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

07/16/2010

11/09/2010

01/01/2011

11/09/2010

01/01/2011

11/09/2010

01/01/2011

03/09/2011

05/13/2011

03/09/2011

05/13/2011

03/09/2011

05/13/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
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HEALTH	Pharmacy Service Deficiencies
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HEALTH	Pharmacy Service Deficiencies
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HEALTH	Administration Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Some	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Some	2
Operate and provide services according to Federal, State, and local laws and professional standards.	Some	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure each resident has 1) at least one window to the outside in a room; 2) a room at or above ground level; 3) adequate bedding; 4) furniture that meets the resident's needs; or 5) adequate closet space.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225668	KINDRED TRANSITIONAL CARE & REHAB-THE MEADOWS	111 HUNTOON MEMORIAL HIGHWAY
225674	KINDRED TRANSITIONAL CARE & REHABILITATION-AVERY	100 WEST STREET
225674	KINDRED TRANSITIONAL CARE & REHABILITATION-AVERY	100 WEST STREET
225674	KINDRED TRANSITIONAL CARE & REHABILITATION-AVERY	100 WEST STREET
225680	MARINA BAY SKILLED NURSING & REHABILITATION CTR	2 SEAPORT DRIVE
225680	MARINA BAY SKILLED NURSING & REHABILITATION CTR	2 SEAPORT DRIVE
225680	MARINA BAY SKILLED NURSING & REHABILITATION CTR	2 SEAPORT DRIVE
225682	OAK KNOLL HEALTHCARE CENTER	9 ARBETTER DRIVE
225682	OAK KNOLL HEALTHCARE CENTER	9 ARBETTER DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

ROCHDALE	MA	01542	5088926808
NEEDHAM	MA	02194	7812346300
NEEDHAM	MA	02194	7812346300
NEEDHAM	MA	02194	7812346300
QUINCY	MA	02171	6177695100
QUINCY	MA	02171	6177695100
QUINCY	MA	02171	6177695100
FRAMINGHAM	MA	01701	5088773300
FRAMINGHAM	MA	01701	5088773300

MA

Based on Nursing Home Compare - Complaint Deficiency

03/09/2011

05/13/2011

10/05/2011

11/04/2011

03/12/2012

04/26/2012

03/11/2013

04/22/2013

09/21/2011

11/01/2011

09/21/2011

11/01/2011

08/06/2012

09/21/2012

07/08/2010

08/19/2010

12/19/2011

02/28/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate closet space.		
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Provide timely notification to the resident before transfer or discharge.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Provide necessary care and services to	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225682	OAK KNOLL HEALTHCARE CENTER	9 ARBETTER DRIVE
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

FRAMINGHAM	MA	01701	5088773300
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PITTSFIELD	MA	01201	4134452300
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PITTSFIELD	MA	01201	4134452300
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PITTSFIELD	MA	01201	4134452300
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PITTSFIELD	MA	01201	4134452300
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PITTSFIELD	MA	01201	4134452300
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PITTSFIELD	MA	01201	4134452300
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/23/2012

04/02/2012

09/30/2010

11/10/2010

09/30/2010

11/10/2010

01/03/2012

02/10/2012

01/03/2012

02/10/2012

01/12/2012

02/29/2012

05/16/2012

06/30/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

maintain or improve the highest well being of each resident.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225687	HILLCREST COMMONS NURSING & REHABILITATION CENTER	169 VALENTINE ROAD
225688	SEA VIEW CONVALESCENT AND NURSING HOME	50 MANSION DRIVE
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD
225689	MASHPEE CENTER	161 FALMOUTH ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

PITTSFIELD	MA	01201	4134452300
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ROWLEY	MA	01969	9789482552
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MASHPEE	MA	02649	5084772490
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MASHPEE	MA	02649	5084772490
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MASHPEE	MA	02649	5084772490
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MASHPEE	MA	02649	5084772490
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MASHPEE	MA	02649	5084772490
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MASHPEE	MA	02649	5084772490
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/24/2012

12/08/2012

07/28/2010

10/06/2010

03/02/2010

04/09/2010

04/12/2010

06/02/2010

04/14/2010

06/02/2010

04/14/2010

06/02/2010

02/23/2011

04/05/2011

12/12/2011

02/11/2012

HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

any acts or reports of abuse, neglect or mistreatment of residents.

Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.	Some	2
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Provide timely notification to the resident before transfer or discharge.	Few	2
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Try to resolve each resident's complaints quickly.	Few	2
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Try to resolve each resident's complaints quickly.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2) ensure nurse aides receive the required retraining after 24 months if nursing related services were not provided for monetary compensation	Few	2
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Try to resolve each resident's complaints quickly.	Many	2
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Provide care by qualified persons according to each resident's written plan	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225689	MASHPEE CENTER	161 FALMOUTH ROAD
225690	BAYPOINTE REHABILITATION & SKILLED CARE CENTER	50 CHRISTY PLACE
225690	BAYPOINTE REHABILITATION & SKILLED CARE CENTER	50 CHRISTY PLACE
225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
225691	REEDS LANDING NURSING CENTER	807 WILBRAHAM ROAD
225695	WINGATE AT NEEDHAM REHAB & SKILLED NURS RES	589 HIGHLAND AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

MASHPEE	MA	02649	5084772490
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BROCKTON	MA	02301	5085806800
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BROCKTON	MA	02301	5085806800
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SPRINGFIELD	MA	01109	4137821800
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SPRINGFIELD	MA	01109	4137821800
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SPRINGFIELD	MA	01109	4137821800
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SPRINGFIELD	MA	01109	4137821800
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NEEDHAM	MA	02194	7814559090
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MA

Based on Nursing Home Compare - Complaint Deficiency

11/06/2012

12/20/2012

06/02/2011

08/15/2011

06/02/2011

08/15/2011

04/28/2010

07/03/2010

04/28/2010

07/03/2010

07/22/2011

09/18/2011

07/22/2011

09/18/2011

07/29/2010

09/16/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Nutrition and Dietary Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

according to each resident's written plan of care.		
Provide care by qualified persons according to each resident's written plan of care.	Some	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225701	KINDRED NURSING AND REHABILITATION-GODDARD	909 SUMNER STREET
225701	KINDRED NURSING AND REHABILITATION-GODDARD	909 SUMNER STREET
225701	KINDRED NURSING AND REHABILITATION-GODDARD	909 SUMNER STREET
225709	TIMOTHY DANIELS HOUSE	84 ELM STREET
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

STOUGHTON	MA	02072	7812978200
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STOUGHTON	MA	02072	7812978200
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STOUGHTON	MA	02072	7812978200
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HOLLISTON	MA	01746	5084294566
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SUDBURY	MA	01776	9784432722
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SUDBURY	MA	01776	9784432722
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SUDBURY	MA	01776	9784432722
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MA

Based on Nursing Home Compare - Complaint Deficiency

04/05/2010

05/24/2010

03/14/2011

04/27/2011

03/14/2011

04/27/2011

02/28/2012

04/10/2012

03/17/2011

05/20/2011

04/20/2011

06/30/2011

04/20/2011

06/30/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
Provide a safe, clean, comfortable and home-like environment; and allow residents to use personal belongings to the extent possible.	Few	2
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification,	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225710	WINGATE AT SUDBURY REHAB & SKILLED NURS RESIDENCE	136 BOSTON POST ROAD
225719	KINDRED TRANSITIONAL CARE & REHAB-HIGHGATE	10 CAREMATRIX DRIVE
225719	KINDRED TRANSITIONAL CARE & REHAB-HIGHGATE	10 CAREMATRIX DRIVE
225719	KINDRED TRANSITIONAL CARE & REHAB-HIGHGATE	10 CAREMATRIX DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

SUDBURY	MA	01776	9784432722
SUDBURY	MA	01776	9784432722
SUDBURY	MA	01776	9784432722
SUDBURY	MA	01776	9784432722
SUDBURY	MA	01776	9784432722
DEDHAM	MA	02026	7814619663
DEDHAM	MA	02026	7814619663
DEDHAM	MA	02026	7814619663

MA

Based on Nursing Home Compare - Complaint Deficiency

04/22/2011

06/21/2011

12/14/2011

02/21/2012

07/30/2012

09/24/2012

02/12/2013

04/05/2013

02/12/2013

04/05/2013

08/23/2010

Not Available

04/19/2011

05/31/2011

10/24/2011

12/05/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.		
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Immediately tell the resident, the resident's doctor, and a family member	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225720	MILLBURY HEALTH CARE CENTER	312 MILLBURY AVENUE
225720	MILLBURY HEALTH CARE CENTER	312 MILLBURY AVENUE
225723	KINDRED TRANSITIONAL CARE AND REHAB-HIGHLANDER	1748 HIGHLAND AVENUE
225725	BLACKSTONE NURSING HOME	8 BUTLER STREET
225727	BEAUMONT REHAB & SKILLED NURSING CTR - NATICK	3 VISION DRIVE
225732	LIFE CARE CENTER OF STONEHAM	25 WOODLAND ROAD
225732	LIFE CARE CENTER OF STONEHAM	25 WOODLAND ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

MILLBURY	MA	01527	5087930088
MILLBURY	MA	01527	5087930088
FALL RIVER	MA	02720	5087301070
BLACKSTONE	MA	01504	5088835818
NATICK	MA	01760	5086519200
STONEHAM	MA	02180	7816622545
STONEHAM	MA	02180	7816622545

MA

Based on Nursing Home Compare - Complaint Deficiency

03/24/2010

05/12/2010

08/18/2010

10/22/2010

08/02/2011

08/23/2011

07/16/2012

08/22/2012

05/18/2010

07/27/2010

03/07/2012

03/08/2012

03/07/2012

03/08/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH

Quality Care Deficiencies

HEALTH	Resident Rights Deficiencies
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HEALTH

Quality Care Deficiencies

HEALTH	Mistreatment Deficiencies
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HEALTH

Quality Care Deficiencies

HEALTH	Resident Rights Deficiencies
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HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.		
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care by qualified persons according to each resident's written plan	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225735	TCU-HUBBARD HOSPITAL	340 THOMPSON ROAD - 1ST FLOOR
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225736	GREENWOOD NURSING & REHABILITATION CENTER	90 GREENWOOD STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225740	HUNT NURSING & REHAB CENTER	90 LINDALL STREET
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225747	SOMERSET RIDGE CENTER	455 BRAYTON AVENUE
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MA

Based on Nursing Home Compare - Complaint Deficiency

WEBSTER	MA	01570	5089498420
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WAKEFIELD	MA	01880	7812460211
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DANVERS	MA	01923	9787773740
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DANVERS	MA	01923	9787773740
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DANVERS	MA	01923	9787773740
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DANVERS	MA	01923	9787773740
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DANVERS	MA	01923	9787773740
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SOMERSET	MA	02726	5086792240
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MA

Based on Nursing Home Compare - Complaint Deficiency

02/07/2012

04/17/2012

02/04/2010

02/24/2010

02/02/2010

03/22/2010

02/02/2010

03/22/2010

11/12/2010

01/14/2011

11/12/2010

01/14/2011

05/23/2011

07/01/2011

11/30/2011

02/04/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

according to each resident's written plan of care.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Few 2

Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.

Some 2

Ensure that residents are safe from serious medication errors.

Few 2

Keep accurate, complete and organized clinical records on each resident that meet professional standards.

Few 2

Ensure services provided by the nursing facility meet professional standards of quality.

Few 2

Provide care by qualified persons according to each resident's written plan of care.

Few 2

Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.

Few 2

Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.

Few 2

MA

Based on Nursing Home Compare - Complaint Deficiency

225747	SOMERSET RIDGE CENTER	455 BRAYTON AVENUE
225747	SOMERSET RIDGE CENTER	455 BRAYTON AVENUE
225749	KINDRED NURSING & REHABILITATION-LAUREL LAKE	620 LAUREL STREET
225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST
225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST
225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST
225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST
225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST

MA

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET	MA	02726	5086792240
SOMERSET	MA	02726	5086792240
LEE	MA	01238	4132432010
WRENTHAM	MA	02093	5083843400
WRENTHAM	MA	02093	5083843400
WRENTHAM	MA	02093	5083843400
WRENTHAM	MA	02093	5083843400
WRENTHAM	MA	02093	5083843400

MA

Based on Nursing Home Compare - Complaint Deficiency

07/02/2012

09/03/2012

07/02/2012

09/03/2012

02/12/2010

03/17/2010

06/15/2010

06/30/2010

06/15/2010

06/30/2010

06/15/2010

06/30/2010

04/13/2011

05/10/2011

04/13/2011

05/10/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

personal and oral hygiene.		
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide timely notification to the resident before transfer or discharge.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Give the resident's representative the ability to exercise the resident's rights.	Few	2
Give notice to the resident before a room or roommate change.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225752	SERENITY HILL NURSING CENTER	655 DEDHAM ST
225756	EPOCH SENIOR HEALTHCARE OF CHESTNUT HILL	615 HEATH STREET
225757	WINGATE AT SOUTH HADLEY REHAB & SKILLED NURSING	573 GRANBY ROAD
225758	PARK VIEW REHABILITATION & NURSING CENTER	1400 STATE STREET
225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

WRENTHAM	MA	02093	5083843400
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CHESTNUT HILL	MA	02467	6172439990
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SOUTH HADLEY	MA	01075	4135322200
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SPRINGFIELD	MA	01109	4137266145
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PALMER	MA	01069	4132838361
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PALMER	MA	01069	4132838361
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PALMER	MA	01069	4132838361
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PALMER	MA	01069	4132838361
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MA

Based on Nursing Home Compare - Complaint Deficiency

12/15/2011

01/27/2012

04/06/2010

06/08/2010

01/07/2011

03/14/2011

01/17/2012

02/17/2012

02/16/2010

04/04/2010

02/16/2010

04/04/2010

04/12/2010

06/15/2010

10/26/2011

12/29/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Assessment Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Let each resident or the resident's legal representative access or purchase copies of all the resident's records.	Few	2
Allow residents the right to participate in the planning or revision of care and treatment.	Few	2
Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	Few	2
Give residents a notice of rights, rules, services and charges.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225763	PALMER HEALTHCARE CENTER	250 SHEARER STREET
225765	GLENWOOD CENTER	557 VARNUM AVENUE
225766	HERITAGE HALL NORTH	55 COOPER STREET
225769	ALLIANCE HEALTHCARE CENTER AT BRAINTREE	175 GROVE STREET
225773	LINDEN PONDS	400 LINDEN PONDS WAY
225773	LINDEN PONDS	400 LINDEN PONDS WAY
225775	LEONARD FLORENCE CENTER FOR LIVING	165 CAPTAIN'S ROW
225775	LEONARD FLORENCE CENTER FOR LIVING	165 CAPTAIN'S ROW

MA

Based on Nursing Home Compare - Complaint Deficiency

PALMER	MA	01069	4132838361
LOWELL	MA	01854	9784545444
AGAWAM	MA	01001	4137868000
BRAINTREE	MA	02184	7818482050
HINGHAM	MA	02043	7815347030
HINGHAM	MA	02043	7815347030
CHELSEA	MA	02150	6178870001
CHELSEA	MA	02150	6178870001

MA

Based on Nursing Home Compare - Complaint Deficiency

10/26/2011

12/29/2011

07/29/2010

09/24/2010

08/10/2010

09/30/2010

05/27/2010

08/03/2010

03/17/2011

05/27/2011

03/17/2011

05/27/2011

10/06/2011

11/18/2011

10/06/2011

11/18/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

22A345	NEW ENGLAND PEDIATRIC CARE	78 BOSTON ROAD
225002	HOLDEN REHABILITATION & SKILLED NURSING CENTER INC	32 MAYO ROAD
22E522	COUNTRYSIDE NURSING HOME INC	153 WINTER STREET
225007	EPOCH SENIOR HEALTHCARE OF MELROSE	15 GREEN STREET
225009	GOLDEN LIVING CENTER-THE HERMITAGE	383 MILL STREET
225014	SPAULDING NURSING & THERAPY CENTER - WEST ROXBURY	1245 CENTRE STREET
225036	BRAEMOOR REHABILITATION & NURSING CENTER	34 NORTH PEARL STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

NORTH BILLERICA	MA	01862	9786675123
HOLDEN	MA	01520	5088294327
FRAMINGHAM	MA	01701	5088725250
MELROSE	MA	02176	7816653950
WORCESTER	MA	01602	5087918131
WEST ROXBURY	MA	02132	6173255400
BROCKTON	MA	02301	5085863696

MA

Based on Nursing Home Compare - Complaint Deficiency

07/06/2011

07/27/2011

12/15/2010

12/10/2010

03/04/2013

04/26/2013

06/29/2011

06/16/2011

11/03/2011

12/22/2011

07/23/2012

08/24/2012

02/17/2011

03/24/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Some	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225036	BRAEMOOR REHABILITATION & NURSING CENTER	34 NORTH PEARL STREET
225040	JEWISH NURSING HOME OF WESTERN MASS	770 CONVERSE STREET
225040	JEWISH NURSING HOME OF WESTERN MASS	770 CONVERSE STREET
225048	PILGRIM REHABILITATION & SKILLED NURSING CENTER	96 FOREST STREET
225054	JOHN SCOTT HOUSE NURSING & REHABILITATION CENTER	233 MIDDLE STREET
225054	JOHN SCOTT HOUSE NURSING & REHABILITATION CENTER	233 MIDDLE STREET
225058	ROYAL REHABILITATION AND NURSING CENTER	95 COMMERCIAL STREET
225058	ROYAL REHABILITATION AND NURSING CENTER	95 COMMERCIAL STREET
225058	ROYAL REHABILITATION AND NURSING CENTER	95 COMMERCIAL STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BROCKTON	MA	02301	5085863696
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LONGMEADOW	MA	01106	4135676211
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LONGMEADOW	MA	01106	4135676211
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PEABODY	MA	01960	9785320303
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BRAINTREE	MA	02184	7818431860
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BRAINTREE	MA	02184	7818431860
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BRAINTREE	MA	02184	7818483678
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BRAINTREE	MA	02184	7818483678
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BRAINTREE	MA	02184	7818483678
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MA

Based on Nursing Home Compare - Complaint Deficiency

05/02/2011

07/22/2011

07/19/2010

08/01/2010

01/26/2011

03/05/2011

10/06/2011

12/03/2011

02/23/2012

04/05/2012

04/30/2012

06/21/2012

04/22/2010

05/28/2010

03/09/2011

05/09/2011

03/28/2011

05/02/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Mistreatment Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and involuntary separation from others.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Give residents a notice of rights, rules, services and charges.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Provide timely notification to the resident before transfer or discharge.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225058	ROYAL REHABILITATION AND NURSING CENTER	95 COMMERCIAL STREET
225063	MARLBOROUGH HILLS HEALTHCARE CENTER	121 NORTHBORO ROAD
225067	GOLDEN LIVING CENTER-WEDGEMERE	146 DEAN STREET
225133	KINDRED TRANSITIONAL CARE & REHAB-BLUEBERRY HILL	75 BRIMBAL AVENUE
225134	EPOCH SENIOR HEALTHCARE OF SHARON	259 NORWOOD STREET
225134	EPOCH SENIOR HEALTHCARE OF SHARON	259 NORWOOD STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BRAINTREE	MA	02184	7818483678
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MARLBOROUGH	MA	01752	5084854040
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TAUNTON	MA	02780	5088230767
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BEVERLY	MA	01915	9789272020
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SHARON	MA	02067	7817846781
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SHARON	MA	02067	7817846781
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/08/2011

08/29/2011

01/05/2012

03/09/2012

08/02/2011

10/16/2011

02/18/2011

04/28/2011

01/11/2012

02/16/2012

01/11/2012

02/16/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

before transfer or discharge.		
Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.	Few	2
Ensure residents have the right to have a choice over activities, their schedules, and health care according to their interests, assessments, and plans of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225145	GOLDEN LIVING CENTER-OAK HILL	76 NORTH STREET
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225147	SAUGUS CENTER	266 LINCOLN AVENUE
225154	M I NURSING & RESTORATIVE CENTER	172 LAWRENCE STREET
225161	PARKWELL	745 TRUMAN HIGHWAY

MA

Based on Nursing Home Compare - Complaint Deficiency

MIDDLEBORO	MA	02346	5089474774
SAUGUS	MA	01906	7812336830
SAUGUS	MA	01906	7812336830
SAUGUS	MA	01906	7812336830
SAUGUS	MA	01906	7812336830
SAUGUS	MA	01906	7812336830
SAUGUS	MA	01906	7812336830
LAWRENCE	MA	01841	9786856321
HYDE PARK	MA	02136	6173618300

MA

Based on Nursing Home Compare - Complaint Deficiency

03/14/2011

04/15/2011

03/04/2010

Not Available

06/21/2010

07/24/2010

06/21/2010

07/24/2010

06/21/2010

07/24/2010

06/24/2010

07/22/2010

01/24/2013

03/01/2013

12/10/2010

02/22/2011

07/22/2010

11/23/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect, mistreatment and misappropriation of property.		
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
Store, cook, and serve food in a safe and clean way.	Some	2
Ensure services provided by the nursing facility meet professional standards of quality.	Some	2
Provide written records when a resident is transferred or discharged.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225161	PARKWELL	745 TRUMAN HIGHWAY
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225161	PARKWELL	745 TRUMAN HIGHWAY
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225161	PARKWELL	745 TRUMAN HIGHWAY
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225161	PARKWELL	745 TRUMAN HIGHWAY
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225170	KINDRED NURSING AND REHABILITATION-WALDEN	785 MAIN STREET
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225170	KINDRED NURSING AND REHABILITATION-WALDEN	785 MAIN STREET
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225170	KINDRED NURSING AND REHABILITATION-WALDEN	785 MAIN STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

HYDE PARK	MA	02136	6173618300
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HYDE PARK	MA	02136	6173618300
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HYDE PARK	MA	02136	6173618300
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HYDE PARK	MA	02136	6173618300
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WEST CONCORD	MA	01742	9783696889
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WEST CONCORD	MA	01742	9783696889
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WEST CONCORD	MA	01742	9783696889
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/13/2011

02/11/2011

06/29/2011

07/15/2011

08/31/2011

10/05/2011

11/28/2012

12/04/2012

10/27/2010

12/21/2010

08/26/2011

10/05/2011

10/31/2012

10/31/2012

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.

Provide medically-related social services to help each resident achieve the highest possible quality of life.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide a safe, clean, comfortable and home-like environment; and allow residents to use personal belongings to the extent possible.

Give the right treatment and services to residents who display physical or psychosocial problems adapting to changes in circumstances.

Keep all essential equipment working safely.

Store, cook, and serve food in a safe and clean way.

MA

Based on Nursing Home Compare - Complaint Deficiency

225170	KINDRED NURSING AND REHABILITATION-WALDEN	785 MAIN STREET
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225179	KATHLEEN DANIEL	485 FRANKLIN STREET
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225179	KATHLEEN DANIEL	485 FRANKLIN STREET
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225179	KATHLEEN DANIEL	485 FRANKLIN STREET
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225185	KINDRED NURSING & REHABILITATION-COUNTRY GARDENS	2045 GRAND ARMY HIGHWAY
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225185	KINDRED NURSING & REHABILITATION-COUNTRY GARDENS	2045 GRAND ARMY HIGHWAY
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225185	KINDRED NURSING & REHABILITATION-COUNTRY GARDENS	2045 GRAND ARMY HIGHWAY
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MA

Based on Nursing Home Compare - Complaint Deficiency

WEST CONCORD	MA	01742	9783696889
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FRAMINGHAM	MA	01702	5088728801
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FRAMINGHAM	MA	01702	5088728801
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FRAMINGHAM	MA	01702	5088728801
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SWANSEA	MA	02777	5083799700
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SWANSEA	MA	02777	5083799700
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SWANSEA	MA	02777	5083799700
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/28/2013

03/14/2013

03/24/2010

05/03/2010

03/24/2010

05/03/2010

11/09/2011

12/23/2011

03/31/2010

05/11/2010

03/15/2012

04/02/2012

04/05/2012

05/28/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

and clean way.

Ensure residents have the right to have a choice over activities, their schedules, and health care according to their interests, assessments, and plans of care.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225185	KINDRED NURSING & REHABILITATION-COUNTRY GARDENS	2045 GRAND ARMY HIGHWAY
225185	KINDRED NURSING & REHABILITATION-COUNTRY GARDENS	2045 GRAND ARMY HIGHWAY
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

SWANSEA	MA	02777	5083799700
SWANSEA	MA	02777	5083799700
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127
WILLIAMSTOWN	MA	01267	4134588127

MA

Based on Nursing Home Compare - Complaint Deficiency

10/09/2012	10/22/2012
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01/08/2013	02/04/2013
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09/29/2010	12/08/2010
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09/29/2010	12/08/2010
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09/29/2010	12/08/2010
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09/29/2010	12/08/2010
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01/06/2011	03/10/2011
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03/15/2011	03/16/2011
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MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Ensure that residents receive proper treatment and assistive devices to maintain their vision and hearing.	Some	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Some	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Employ or obtain outside professional resources to provide services in the nursing home when the facility does not employ a qualified professional to furnish a required service.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225189	SWEET BROOK OF WILLIAMSTOWN REHABILITATION & N CTR	1561 COLD SPRING ROAD
225191	LIFE CARE CENTER OF ACTON	ONE GREAT ROAD
225191	LIFE CARE CENTER OF ACTON	ONE GREAT ROAD
225194	KIMWELL	495 NEW BOSTON ROAD
225196	LEGEND REHABILITATION AND NURSING CENTER	59 EASTWOOD CIRCLE, P O BOX 310
225196	LEGEND REHABILITATION AND NURSING CENTER	59 EASTWOOD CIRCLE, P O BOX 310

MA

Based on Nursing Home Compare - Complaint Deficiency

WILLIAMSTOWN	MA	01267	4134588127
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WILLIAMSTOWN	MA	01267	4134588127
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ACTON	MA	01720	9782639101
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ACTON	MA	01720	9782639101
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FALL RIVER	MA	02720	5086790106
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GARDNER	MA	01440	9786328776
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GARDNER	MA	01440	9786328776
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/25/2012

03/24/2012

04/13/2012

06/03/2012

11/20/2012

01/24/2013

11/20/2012

01/24/2013

12/19/2012

01/25/2013

11/18/2010

02/28/2011

11/18/2010

02/28/2011

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

any acts or reports of abuse, neglect or mistreatment of residents.

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225198	TWIN OAKS CENTER	63 LOCUST STREET
225198	TWIN OAKS CENTER	63 LOCUST STREET
225198	TWIN OAKS CENTER	63 LOCUST STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

DANVERS	MA	01923	9787770011
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DANVERS	MA	01923	9787770011
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DANVERS	MA	01923	9787770011
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WORCESTER	MA	01604	5088605000
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WORCESTER	MA	01604	5088605000
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WORCESTER	MA	01604	5088605000
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WORCESTER	MA	01604	5088605000
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

07/30/2010

06/03/2010

07/30/2010

06/03/2010

07/30/2010

02/24/2010

03/25/2010

05/05/2011

07/15/2011

05/05/2011

07/15/2011

05/19/2011

07/08/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Resident Assessment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Give the resident's representative the ability to exercise the resident's rights.	Few	2
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Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
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Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification,	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225199	WORCESTER REHABILITATION & HEALTH CARE CENTER	119 PROVIDENCE STREET
225201	SHERRILL HOUSE, INC	135 SOUTH HUNTINGTON AVENUE
225207	PLYMOUTH REHABILITATION & HEALTH CARE CENTER	123 SOUTH STREET
225207	PLYMOUTH REHABILITATION & HEALTH CARE CENTER	123 SOUTH STREET
225207	PLYMOUTH REHABILITATION & HEALTH CARE CENTER	123 SOUTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

WORCESTER	MA	01604	5088605000
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WORCESTER	MA	01604	5088605000
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WORCESTER	MA	01604	5088605000
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BOSTON	MA	02130	6177312400
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PLYMOUTH	MA	02360	5087464343
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PLYMOUTH	MA	02360	5087464343
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PLYMOUTH	MA	02360	5087464343
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/07/2011

07/15/2011

06/07/2011

07/15/2011

06/07/2011

07/15/2011

09/01/2011

10/19/2011

05/05/2011

06/17/2011

09/29/2011

11/08/2011

09/29/2011

11/08/2011

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225210	KINDRED NURSING & REHABILITATION-RIVER TERRACE	1675 NORTH MAIN STREET
225210	KINDRED NURSING & REHABILITATION-RIVER TERRACE	1675 NORTH MAIN STREET
225210	KINDRED NURSING & REHABILITATION-RIVER TERRACE	1675 NORTH MAIN STREET
225211	ELLIS NURSING HOME (THE)	135 ELLIS AVENUE
225211	ELLIS NURSING HOME (THE)	135 ELLIS AVENUE
225211	ELLIS NURSING HOME (THE)	135 ELLIS AVENUE
225211	ELLIS NURSING HOME (THE)	135 ELLIS AVENUE
225213	GOLDEN LIVING CENTER-LEXINGTON	840 EMERSON GARDENS

MA

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	MA	01523	9783654537
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LANCASTER	MA	01523	9783654537
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LANCASTER	MA	01523	9783654537
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NORWOOD	MA	02062	7817626880
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NORWOOD	MA	02062	7817626880
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NORWOOD	MA	02062	7817626880
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NORWOOD	MA	02062	7817626880
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LEXINGTON	MA	02420	7818618630
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/09/2011

11/18/2011

09/09/2011

11/18/2011

11/20/2011

01/02/2012

02/24/2010

04/21/2010

06/16/2010

06/14/2010

06/16/2010

06/14/2010

07/12/2010

07/23/2010

12/16/2010

02/22/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

licensed nurse.

Give the resident's representative the ability to exercise the resident's rights.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Honor a residents' rights as a residents of the nursing home, free of coercion and reprisal, and as citizens or residents of the United States.	Few	2
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Provide care for residents in a way that	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
225213	GOLDEN LIVING CENTER-LEXINGTON	840 EMERSON GARDENS ROAD
225213	GOLDEN LIVING CENTER-LEXINGTON	840 EMERSON GARDENS ROAD
225216	GOLDEN LIVING CENTER-FITCHBURG	1199 JOHN FITCH HWY
225218	OXFORD, THE	689 MAIN STREET
225218	OXFORD, THE	689 MAIN STREET
225219	NEURO-REHAB CTR-WORCESTER	59 ACTON STREET
225219	NEURO-REHAB CTR-WORCESTER	59 ACTON STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

LEXINGTON	MA	02420	7818618630
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LEXINGTON	MA	02420	7818618630
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FITCHBURG	MA	01420	9783450146
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HAVERHILL	MA	01830	9783731131
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HAVERHILL	MA	01830	9783731131
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WORCESTER	MA	01604	5087913147
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WORCESTER	MA	01604	5087913147
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MA

Based on Nursing Home Compare - Complaint Deficiency

01/26/2011

02/18/2011

04/08/2011

05/23/2011

10/18/2012

12/20/2012

09/06/2012

10/19/2012

09/06/2012

10/19/2012

06/30/2010

06/30/2010

07/21/2010

09/29/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Pharmacy Service Deficiencies
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HEALTH	Administration Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

maintains or improves their dignity and respect in full recognition of their individuality.

Ensure that residents are safe from serious medication errors.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
---	-----	---

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225221	CHAMPION REHABILITATION & HEALTH CENTER	2 BEAUMONT AVENUE
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225227	KINDRED NURSING & REHABILITATION-HILLCREST	94 SUMMER STREET
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225230	KINDRED NURSING & REHAB CENTER - GREAT	148 MAPLE AVENUE
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MA

Based on Nursing Home Compare - Complaint Deficiency

BROCKTON	MA	02302	5085888550
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BROCKTON	MA	02302	5085888550
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BROCKTON	MA	02302	5085888550
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BROCKTON	MA	02302	5085888550
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BROCKTON	MA	02302	5085888550
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BROCKTON	MA	02302	5085888550
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FITCHBURG	MA	01420	9783433530
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GREAT BARRINGTON	MA	01230	4135283320
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MA

Based on Nursing Home Compare - Complaint Deficiency

08/26/2010

10/16/2010

01/04/2011

01/24/2011

04/25/2011

06/30/2011

04/25/2011

06/30/2011

04/25/2011

06/30/2011

01/17/2013

02/22/2013

09/01/2011

09/12/2011

12/22/2010

02/05/2011

HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Resident Assessment Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

that affect the resident.

Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2
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Allow residents the right to participate in the planning or revision of care and treatment.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
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Immediately tell the resident, the	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

BARRINGTON		
225230	KINDRED NURSING & REHAB CENTER - GREAT BARRINGTON	148 MAPLE AVENUE
225230	KINDRED NURSING & REHAB CENTER - GREAT BARRINGTON	148 MAPLE AVENUE
225230	KINDRED NURSING & REHAB CENTER - GREAT BARRINGTON	148 MAPLE AVENUE
225230	KINDRED NURSING & REHAB CENTER - GREAT BARRINGTON	148 MAPLE AVENUE
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET
225232	HOLYOKE HEALTH CARE CENTER	282 CABOT STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

GREAT BARRINGTON	MA	01230	4135283320
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GREAT BARRINGTON	MA	01230	4135283320
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GREAT BARRINGTON	MA	01230	4135283320
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GREAT BARRINGTON	MA	01230	4135283320
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HOLYOKE	MA	01040	4135387470
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HOLYOKE	MA	01040	4135387470
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HOLYOKE	MA	01040	4135387470
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HOLYOKE	MA	01040	4135387470
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/15/2011

07/31/2011

11/09/2011

12/30/2011

02/29/2012

05/05/2012

11/29/2012

01/02/2013

09/08/2010

10/25/2010

09/08/2010

10/25/2010

02/01/2011

03/04/2011

11/10/2011

11/30/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Give or get quality laboratory services/tests in a timely manner to meet the needs of residents.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Some	2
Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	2
Provide written records when a resident is transferred or discharged.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide food in a way that meets a resident's needs.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225233	BRANDON WOODS OF DARTMOUTH	567 DARTMOUTH STREET
225236	HOLYOKE REHABILITATION CENTER	260 EASTHAMPTON ROAD
225236	HOLYOKE REHABILITATION CENTER	260 EASTHAMPTON ROAD
225239	GOLDEN LIVING CENTER-ATTLEBORO	27 GEORGE STREET
225239	GOLDEN LIVING CENTER-ATTLEBORO	27 GEORGE STREET
225239	GOLDEN LIVING CENTER-ATTLEBORO	27 GEORGE STREET
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225242	KINDRED TRANSITIONAL CARE & REHAB-	5 COLONIAL DRIVE

MA

Based on Nursing Home Compare - Complaint Deficiency

SOUTH DARTMOUTH	MA	02748	5089977787
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HOLYOKE	MA	01040	4135389733
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HOLYOKE	MA	01040	4135389733
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ATTLEBORO	MA	02703	5082261650
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ATTLEBORO	MA	02703	5082261650
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ATTLEBORO	MA	02703	5082261650
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WESTBOROUGH	MA	01581	5083669131
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WESTBOROUGH	MA	01581	5083669131
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MA

Based on Nursing Home Compare - Complaint Deficiency

12/03/2012

12/31/2012

06/27/2011

08/26/2011

06/27/2011

08/26/2011

04/20/2010

05/28/2010

04/20/2010

05/28/2010

03/23/2011

05/20/2011

02/23/2010

04/22/2010

05/28/2010

07/31/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

resident's needs.		
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Honor a residents' rights as a residents of the nursing home, free of coercion and reprisal, and as citizens or residents of the United States.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Help and prepare each resident for a safe and easy discharge or transfer from the nursing home.	Few	2
Give or get quality laboratory services/tests in a timely manner to meet the needs of residents.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Keep residents' personal and medical records private and confidential.	Few	2
Assist those residents who need help	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

	WESTBOROUGH	
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225242	KINDRED TRANSITIONAL CARE & REHAB- WESTBOROUGH	5 COLONIAL DRIVE
225248	BEAUMONT REHAB & SKILLED NURSING CTR - NORTHBRIDGE	85 BEAUMONT DRIVE
225249	WILLIMANSETT CENTER EAST	11 ST ANTHONY STREET
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD

MA

Based on Nursing Home Compare - Complaint Deficiency

WESTBOROUGH	MA	01581	5083669131
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WESTBOROUGH	MA	01581	5083669131
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WESTBOROUGH	MA	01581	5083669131
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NORTHBRIDGE	MA	01534	5082349771
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CHICOPEE	MA	01013	4135362540
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GREAT BARRINGTON	MA	01230	4135284560
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GREAT BARRINGTON	MA	01230	4135284560
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MA

Based on Nursing Home Compare - Complaint Deficiency

12/28/2010

02/04/2011

10/20/2011

12/26/2011

11/15/2011

12/26/2011

02/12/2010

04/23/2010

06/13/2012

08/09/2012

05/05/2010

06/18/2010

05/05/2010

06/18/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

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HEALTH	Mistreatment Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Environmental Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Quality Care Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

with eating/drinking, grooming and personal and oral hygiene.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	Some	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Some	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225250	FAIRVIEW COMMONS NURSING & REHABILITATION CENTER	CHRISTIAN HILL ROAD
225253	HERITAGE HALL WEST	61 COOPER ST
225253	HERITAGE HALL WEST	61 COOPER ST
225256	WILLIMANSETT CENTER WEST	546 CHICOPEE STREET
225257	CALVIN COOLIDGE NURING & REHAB CTR - NORTHAMPTON	548 ELM STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

GREAT BARRINGTON	MA	01230	4135284560
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GREAT BARRINGTON	MA	01230	4135284560
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GREAT BARRINGTON	MA	01230	4135284560
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AGAWAM	MA	01001	4137868000
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AGAWAM	MA	01001	4137868000
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CHICOPEE	MA	01013	4135362540
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NORTHAMPTON	MA	01060	4135863150
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/30/2011

06/03/2011

03/30/2011

06/03/2011

03/30/2011

06/03/2011

01/19/2011

03/22/2011

08/26/2011

09/30/2011

06/23/2010

07/23/2010

03/23/2010

03/23/2010

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

colostomy, ureostomy, ileostomy,
tracheostomy care, tracheal suctioning,
respiratory care, foot care, and
prostheses.

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning,	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225257	CALVIN COOLIDGE NURING & REHAB CTR - NORTHAMPTON	548 ELM STREET
225257	CALVIN COOLIDGE NURING & REHAB CTR - NORTHAMPTON	548 ELM STREET
225257	CALVIN COOLIDGE NURING & REHAB CTR - NORTHAMPTON	548 ELM STREET
225260	BLAIRE HOUSE OF MILFORD	20 CLAFLIN STREET
225261	HOLYOKE GERIATRIC AND CONVALESCENT CENTER	45 LOWER WESTFIELD ROAD
225261	HOLYOKE GERIATRIC AND CONVALESCENT CENTER	45 LOWER WESTFIELD ROAD
225262	WINGATE AT WEST SPRINGFIELD REHAB & SKILL NUR RES	42 PROSPECT AVENUE

MA

Based on Nursing Home Compare - Complaint Deficiency

NORTHAMPTON	MA	01060	4135863150
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NORTHAMPTON	MA	01060	4135863150
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NORTHAMPTON	MA	01060	4135863150
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MILFORD	MA	01757	5084731272
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HOLYOKE	MA	01040	4135368110
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HOLYOKE	MA	01040	4135368110
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WEST SPRINGFIELD	MA	01089	4137333151
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

01/15/2013

03/12/2013

01/26/2012

03/01/2012

02/06/2012

03/22/2012

05/28/2010

06/22/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

tracheostomy care, tracheal suctioning,
respiratory care, foot care, and
prostheses.

Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Provide food in a way that meets a resident's needs.	Few	2
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Provide routine and 24-hour emergency dental care for each resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225264	BRANDON WOODS OF NEW BEDFORD	397 COUNTY STREET
225264	BRANDON WOODS OF NEW BEDFORD	397 COUNTY STREET
225264	BRANDON WOODS OF NEW BEDFORD	397 COUNTY STREET
225268	NEWTON HEALTH CARE CENTER	2101 WASHINGTON STREET
225268	NEWTON HEALTH CARE CENTER	2101 WASHINGTON STREET
225268	NEWTON HEALTH CARE CENTER	2101 WASHINGTON STREET
225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

NEW BEDFORD	MA	02740	5089979396
NEW BEDFORD	MA	02740	5089979396
NEW BEDFORD	MA	02740	5089979396
NEWTON	MA	02462	6179694660
NEWTON	MA	02462	6179694660
NEWTON	MA	02462	6179694660
BEVERLY	MA	01915	9789273260

MA

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010

06/24/2010

10/19/2010

12/10/2010

10/19/2010

12/10/2010

04/08/2010

05/18/2010

06/14/2010

07/14/2010

12/22/2011

02/29/2012

03/11/2010

05/05/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Mistreatment Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Administration Deficiencies
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HEALTH	Resident Rights Deficiencies
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HEALTH	Mistreatment Deficiencies
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HEALTH	Quality Care Deficiencies
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HEALTH	Resident Rights Deficiencies
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MA

Based on Nursing Home Compare - Complaint Deficiency

Develop and implement policies for 1) screening and training employees; and the 2) prevention, identification, investigation, and reporting of any abuse, neglect, mistreatment and misappropriation of property.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Some	2
Provide resident groups or resident family groups with private space to meet.	Few	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Ensure that residents are fully informed and understand their health status, care and treatments.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
225270	ESSEX PARK REHABILITATION AND NURSING CENTER	265 ESSEX STREET
225272	BEAR HILL NURSING CENTER AT WAKEFIELD	ENTER 11 NORTH STREET
225272	BEAR HILL NURSING CENTER AT WAKEFIELD	ENTER 11 NORTH STREET
225272	BEAR HILL NURSING CENTER AT WAKEFIELD	ENTER 11 NORTH STREET
225272	BEAR HILL NURSING CENTER AT WAKEFIELD	ENTER 11 NORTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

BEVERLY	MA	01915	9789273260
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BEVERLY	MA	01915	9789273260
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BEVERLY	MA	01915	9789273260
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BEVERLY	MA	01915	9789273260
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STONEHAM	MA	02180	7814388515
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STONEHAM	MA	02180	7814388515
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STONEHAM	MA	02180	7814388515
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STONEHAM	MA	02180	7814388515
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/11/2010

05/05/2010

07/18/2010

09/02/2010

07/18/2010

09/02/2010

01/03/2013

02/15/2013

12/20/2012

02/27/2013

12/20/2012

02/27/2013

12/20/2012

02/27/2013

12/20/2012

02/27/2013

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

and treatments.		
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Some	2
Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	Some	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Permit residents to remain in the facility and not be transferred or discharged without adequate reason.	Few	2
Provide timely notification to the resident before transfer or discharge.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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225274	MILTON HEALTH CARE	1200 BRUSH HILL ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MILTON	MA	02186	6173330600
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MA

Based on Nursing Home Compare - Complaint Deficiency

07/22/2010

09/09/2010

07/22/2010

09/09/2010

07/22/2010

09/09/2010

09/20/2011

11/21/2011

10/01/2012

11/30/2012

10/01/2012

11/30/2012

10/15/2012

11/06/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Provide timely notification to the resident before transfer or discharge.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	Few	2
Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
Honor a residents' rights as a residents of the nursing home, free of coercion and reprisal, and as citizens or residents of the United States.	Some	2
Send unopened mail from residents and promptly deliver unopened mail to residents.	Some	2
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225275	BEAUMONT REHAB & SKILLED NURSING CTR - WESTBORO	3 LYMAN STREET
225275	BEAUMONT REHAB & SKILLED NURSING CTR - WESTBORO	3 LYMAN STREET
225275	BEAUMONT REHAB & SKILLED NURSING CTR - WESTBORO	3 LYMAN STREET
225275	BEAUMONT REHAB & SKILLED NURSING CTR - WESTBORO	3 LYMAN STREET
225275	BEAUMONT REHAB & SKILLED NURSING CTR - WESTBORO	3 LYMAN STREET
225282	LIFE CARE CENTER OF THE SOUTH SHORE	309 DRIFTWAY BOX 830
225286	HERITAGE HALL EAST	464 MAIN STREET P O BOX 348
225287	HERITAGE SKILLED NURSING AND REHABILITATION	841 MERRIMACK ST
225287	HERITAGE SKILLED NURSING AND REHABILITATION	841 MERRIMACK ST

MA

Based on Nursing Home Compare - Complaint Deficiency

WESTBOROUGH	MA	01581	5083669933
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WESTBOROUGH	MA	01581	5083669933
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WESTBOROUGH	MA	01581	5083669933
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WESTBOROUGH	MA	01581	5083669933
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WESTBOROUGH	MA	01581	5083669933
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SCITUATE	MA	02066	7815451370
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AGAWAM	MA	01001	4137868000
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LOWELL	MA	01854	9784590546
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LOWELL	MA	01854	9784590546
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/03/2010

05/07/2010

03/03/2010

05/07/2010

03/03/2010

05/07/2010

12/29/2010

01/28/2011

12/29/2010

01/28/2011

04/25/2012

05/21/2012

05/25/2012

08/03/2012

09/28/2010

11/19/2010

09/28/2010

11/19/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Mistreatment Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care for each resident in a way that maintains or improves their quality of life.	Few	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225287	HERITAGE SKILLED NURSING AND REHABILITATION	841 MERRIMACK ST
225288	LEXINGTON HEALTH CARE CENTER	178 LOWELL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225291	CHAPIN CENTER	200 KENDALL STREET
225295	WINGATE AT WILBRAHAM REHAB & SKILLED NURS RESID	9 MAPLE STREET
225295	WINGATE AT WILBRAHAM REHAB & SKILLED NURS RESID	9 MAPLE STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

LOWELL	MA	01854	9784590546
LEXINGTON	MA	02420	7818627400
SPRINGFIELD	MA	01104	4137374756
SPRINGFIELD	MA	01104	4137374756
SPRINGFIELD	MA	01104	4137374756
SPRINGFIELD	MA	01104	4137374756
SPRINGFIELD	MA	01104	4137374756
WILBRAHAM	MA	01095	4135962411
WILBRAHAM	MA	01095	4135962411

MA

Based on Nursing Home Compare - Complaint Deficiency

03/31/2011

05/19/2011

11/29/2010

12/30/2010

10/13/2010

12/10/2010

10/13/2010

12/10/2010

02/16/2011

04/02/2011

01/27/2012

03/01/2012

09/25/2012

11/15/2012

09/23/2010

12/01/2010

06/22/2011

08/24/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

adequate supervision to prevent avoidable accidents.		
Provide timely notification to the resident before transfer or discharge.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Give residents a notice of rights, rules, services and charges.	Few	2
Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Some	2
Provide timely notification to the resident before transfer or discharge.	Some	2
Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Immediately tell the resident, the resident's doctor, and a family member	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

RESID

225295	WINGATE AT WILBRAHAM REHAB & SKILLED NURS RESID	9 MAPLE STREET
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225295	WINGATE AT WILBRAHAM REHAB & SKILLED NURS RESID	9 MAPLE STREET
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225297	LIGHTHOUSE NURSING CARE CENTER	204 PROCTOR AVENUE
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225298	NORTHWOOD REHABILITATION & HEALTHCARE CENTER	1010 VARNUM AVENUE
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225299	REDSTONE REHAB & NURSING CENTER	135 BENTON DRIVE
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225300	REHABILITATION & NURSING CENTER AT EVERETT (THE)	289 ELM STREET
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225300	REHABILITATION & NURSING CENTER AT EVERETT (THE)	289 ELM STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

WILBRAHAM	MA	01095	4135962411
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WILBRAHAM	MA	01095	4135962411
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REVERE	MA	02151	7812863100
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LOWELL	MA	01854	9784588773
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EAST LONGMEADOW	MA	01028	4135253336
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EVERETT	MA	02149	6173876560
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EVERETT	MA	02149	6173876560
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MA

Based on Nursing Home Compare - Complaint Deficiency

06/27/2011

08/13/2011

06/01/2012

07/10/2012

04/02/2012

04/02/2012

02/14/2011

03/31/2011

07/06/2011

08/19/2011

03/07/2012

04/22/2012

03/15/2012

04/22/2012

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Provide routine and 24-hour emergency dental care for each resident.	Few	2
--	-----	---

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.)	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225300	REHABILITATION & NURSING CENTER AT EVERETT (THE)	289 ELM STREET
225303	WINGATE AT EAST LONGMEADOW REHAB & SKILLED NUR RES	32 CHESTNUT STREET
225303	WINGATE AT EAST LONGMEADOW REHAB & SKILLED NUR RES	32 CHESTNUT STREET
225303	WINGATE AT EAST LONGMEADOW REHAB & SKILLED NUR RES	32 CHESTNUT STREET
225303	WINGATE AT EAST LONGMEADOW REHAB & SKILLED NUR RES	32 CHESTNUT STREET
225304	CHARLENE MANOR EXTENDED CARE FACILITY	130 COLRAIN ROAD
225306	MT GREYLOCK EXTENDED CARE FACILITY	1000 NORTH STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

EVERETT	MA	02149	6173876560
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EAST LONGMEADOW	MA	01028	4135251893
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EAST LONGMEADOW	MA	01028	4135251893
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EAST LONGMEADOW	MA	01028	4135251893
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EAST LONGMEADOW	MA	01028	4135251893
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GREENFIELD	MA	01301	4137743724
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PITTSFIELD	MA	01201	4134997186
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/18/2012

11/28/2012

02/18/2011

03/09/2011

02/18/2011

03/09/2011

02/18/2011

03/09/2011

02/18/2011

03/09/2011

11/01/2010

11/02/2010

01/30/2013

03/04/2013

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Mistreatment Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

of situations (injury/decline/room, etc.)

that affect the resident.

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
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At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
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Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate	Some	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225309	LEDGEWOOD REHABILITATION & SKILLED NURSING CENTER	87 HERRICK STREET
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225309	LEDGEWOOD REHABILITATION & SKILLED NURSING CENTER	87 HERRICK STREET
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225312	ST CAMILLUS HEALTH CENTER	447 HILL STREET
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225313	GOVERNORS CENTER	66 BROAD STREET
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225313	GOVERNORS CENTER	66 BROAD STREET
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225315	HIGHLANDS, THE	335 NICHOLS ROAD
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225317	FALL RIVER JEWISH HOME, INC	538 ROBESON STREET
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225317	FALL RIVER JEWISH HOME, INC	538 ROBESON STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

BEVERLY	MA	01915	9789211392
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BEVERLY	MA	01915	9789211392
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WHITINSVILLE	MA	01588	5082347306
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WESTFIELD	MA	01085	4135625464
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WESTFIELD	MA	01085	4135625464
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FITCHBURG	MA	01420	9783434411
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FALL RIVER	MA	02720	5086796172
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FALL RIVER	MA	02720	5086796172
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MA

Based on Nursing Home Compare - Complaint Deficiency

10/25/2011

01/02/2012

07/26/2012

09/19/2012

12/06/2011

01/31/2012

08/16/2010

08/04/2010

02/07/2011

03/26/2011

12/11/2012

02/18/2013

06/22/2010

07/23/2010

09/27/2010

12/06/2010

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2
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Try to resolve each resident's complaints quickly.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225317	FALL RIVER JEWISH HOME, INC	538 ROBESON STREET
225319	GOLDEN LIVING CENTER-CHETWYNDE	1650 WASHINGTON STREET
225320	KINDRED TRANSITIONAL CARE & REHAB-EAGLE POND	1 LOVE LANE
225322	KINDRED TRANSITIONAL CARE & REHABILITATION-SACHEM	66 CENTRAL STREET
225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

FALL RIVER	MA	02720	5086796172
WEST NEWTON	MA	02465	6172445407
SOUTH DENNIS	MA	02660	5083856034
EAST BRIDGEWATER	MA	02333	5083787227
PEABODY	MA	01960	9785310772
PEABODY	MA	01960	9785310772
PEABODY	MA	01960	9785310772

MA

Based on Nursing Home Compare - Complaint Deficiency

05/18/2011

07/07/2011

10/26/2012

12/26/2012

06/21/2012

08/02/2012

04/01/2010

04/02/2010

01/25/2011

03/28/2011

08/23/2011

11/03/2011

12/21/2011

12/26/2011

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

from accident hazards and provide adequate supervision to prevent avoidable accidents.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Ensure that residents are safe from serious medication errors.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.)	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
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225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
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225323	PEABODY GLEN HEALTH CARE CENTER	199 ANDOVER STREET
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225326	RESERVOIR CENTER FOR HEALTH & REHABILITATION, THE	400 BOLTON STREET
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225326	RESERVOIR CENTER FOR HEALTH & REHABILITATION, THE	400 BOLTON STREET
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225326	RESERVOIR CENTER FOR HEALTH & REHABILITATION, THE	400 BOLTON STREET
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225326	RESERVOIR CENTER FOR HEALTH & REHABILITATION, THE	400 BOLTON STREET
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225326	RESERVOIR CENTER FOR HEALTH & REHABILITATION, THE	400 BOLTON STREET
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MA

Based on Nursing Home Compare - Complaint Deficiency

PEABODY	MA	01960	9785310772
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PEABODY	MA	01960	9785310772
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PEABODY	MA	01960	9785310772
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MARLBOROUGH	MA	01752	5084816123
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MARLBOROUGH	MA	01752	5084816123
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MARLBOROUGH	MA	01752	5084816123
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MARLBOROUGH	MA	01752	5084816123
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MARLBOROUGH	MA	01752	5084816123
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/06/2012

04/13/2012

03/27/2012

04/15/2012

09/13/2012

10/13/2012

02/22/2012

01/24/2012

02/22/2012

01/24/2012

07/09/2012

08/10/2012

07/09/2012

08/10/2012

01/28/2013

03/22/2013

HEALTH Resident Rights Deficiencies

HEALTH Quality Care Deficiencies

HEALTH Environmental Deficiencies

HEALTH Administration Deficiencies

HEALTH Administration Deficiencies

HEALTH Quality Care Deficiencies

HEALTH Environmental Deficiencies

HEALTH Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

of situations (injury/decline/room, etc.)

that affect the resident.

Immediately tell the resident, the	Few	2
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resident's doctor, and a family member

of situations (injury/decline/room, etc.)

that affect the resident.

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
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Keep all essential equipment working safely.	Few	2
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Give or get quality laboratory services/tests in a timely manner to meet the needs of residents.	Few	2
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Quickly tell the resident's doctor the results of laboratory tests.	Few	2
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Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
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Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Some	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225331	EAST LONGMEADOW SKILLED NURSING CENTER	305 MAPLE STREET
225331	EAST LONGMEADOW SKILLED NURSING CENTER	305 MAPLE STREET
225332	COUNTRY CENTER FOR HEALTH & REHABILITATION	180 LOW STREET
225332	COUNTRY CENTER FOR HEALTH & REHABILITATION	180 LOW STREET
225333	METHUEN HEALTH & REHABILITATION CENTER	480 JACKSON STREET
225339	MEDFORD REHABILITATION AND NURSING CENTER	300 WINTHROP STREET
225339	MEDFORD REHABILITATION AND NURSING CENTER	300 WINTHROP STREET
225339	MEDFORD REHABILITATION AND NURSING CENTER	300 WINTHROP STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

EAST LONGMEADOW	MA	01028	4135256361
EAST LONGMEADOW	MA	01028	4135256361
NEWBURYPORT	MA	01950	9784655361
NEWBURYPORT	MA	01950	9784655361
METHUEN	MA	01844	9786863906
MEDFORD	MA	02155	7813964400
MEDFORD	MA	02155	7813964400
MEDFORD	MA	02155	7813964400

MA

Based on Nursing Home Compare - Complaint Deficiency

09/29/2010

10/22/2010

07/26/2011

09/28/2011

11/02/2012

01/02/2013

11/02/2012

01/02/2013

11/30/2010

02/19/2011

07/06/2010

08/13/2010

09/14/2010

10/20/2010

11/30/2012

01/09/2013

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Pharmacy Service Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

individuality.		
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Ensure that residents are safe from serious medication errors.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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225341	WILLIAMSTOWN COMMONS NURSING & REHAB	25 ADAMS ROAD
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MA

Based on Nursing Home Compare - Complaint Deficiency

WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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WILLIAMSTOWN	MA	01267	4134582111
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MA

Based on Nursing Home Compare - Complaint Deficiency

03/10/2010

04/16/2010

07/19/2010

07/12/2010

03/23/2011

05/21/2011

03/23/2011

05/21/2011

04/08/2011

06/08/2011

04/08/2011

06/08/2011

04/08/2011

06/08/2011

08/21/2012

08/21/2012

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Administration Deficiencies
HEALTH	Pharmacy Service Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	Few	2
Let residents refuse treatment, refuse to take part in an experiment, or formulate advance directives.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Provide necessary care and services to maintain or improve the highest well being of each resident.	Few	2
Ensure that residents receive proper treatment and assistive devices to maintain their vision and hearing.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	Few	2

MA

Based on Nursing Home Compare - Complaint Deficiency

225343	GOLDEN LIVING CENTER-NORWOOD	460 WASHINGTON STREET
225343	GOLDEN LIVING CENTER-NORWOOD	460 WASHINGTON STREET
225344	ABBOTT HOUSE NURSING HOME	28 ESSEX STREET
225348	BOURNE MANOR EXTENDED CARE FACILITY	146 MAC ARTHUR BOULEVARD
225348	BOURNE MANOR EXTENDED CARE FACILITY	146 MAC ARTHUR BOULEVARD
225349	WINDSOR NURSING & RETIREMENT HOME	265 N MAIN ST
225349	WINDSOR NURSING & RETIREMENT HOME	265 N MAIN ST
225349	WINDSOR NURSING & RETIREMENT HOME	265 N MAIN ST

MA

Based on Nursing Home Compare - Complaint Deficiency

NORWOOD	MA	02062	7817692200
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NORWOOD	MA	02062	7817692200
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LYNN	MA	01902	7815955500
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BOURNE	MA	02532	5087598880
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BOURNE	MA	02532	5087598880
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SOUTH YARMOUTH	MA	02664	5083943514
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SOUTH YARMOUTH	MA	02664	5083943514
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SOUTH YARMOUTH	MA	02664	5083943514
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MA

Based on Nursing Home Compare - Complaint Deficiency

09/22/2011

11/11/2011

01/31/2013

03/27/2013

12/01/2011

01/25/2012

06/28/2010

08/13/2010

04/07/2011

06/05/2011

03/04/2010

05/13/2010

10/13/2010

12/27/2010

10/13/2010

12/27/2010

MA

Based on Nursing Home Compare - Complaint Deficiency

HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

of well-being.

Give residents a notice of rights, rules, services and charges.	Few	2
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Ensure that residents receive proper treatment and assistive devices to maintain their vision and hearing.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Ensure services provided by the nursing facility meet professional standards of quality.	Few	2
--	-----	---

Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent	Few	2
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MA

Based on Nursing Home Compare - Complaint Deficiency

225352

RENAISSANCE MANOR ON CABOT

279 CABOT STREET

225352

RENAISSANCE MANOR ON CABOT

279 CABOT STREET

MA

Based on Nursing Home Compare - Complaint Deficiency

HOLYOKE

MA

01040

4135363435

HOLYOKE

MA

01040

4135363435

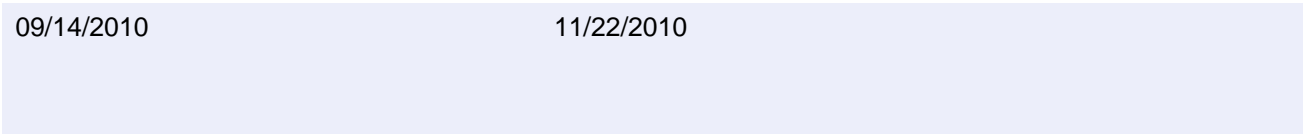
MA

Based on Nursing Home Compare - Complaint Deficiency



09/14/2010

11/22/2010



09/14/2010

11/22/2010

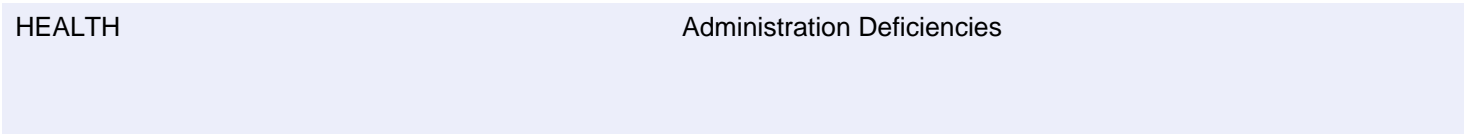
MA

Based on Nursing Home Compare - Complaint Deficiency



HEALTH

Quality Care Deficiencies



HEALTH

Administration Deficiencies

MA

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Ensure that each resident who enters the nursing home without a catheter is not given a catheter, unless medically necessary, and that incontinent patients receive proper services to prevent urinary tract infections and restore normal bladder functions.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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